

# Dr J Pramanik & Dr J T Pramanik Practice

## Inspection report

Hornspit Medical Centre  
Hornspit Lane  
Liverpool  
Merseyside  
L12 5LT  
Tel: 01512565755  
[www.hornspitmedicalcentre.nhs.uk](http://www.hornspitmedicalcentre.nhs.uk)

Date of inspection visit: 10 September 2019  
Date of publication: 05/11/2019

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

## Ratings

### Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

# Overall summary

We carried out an announced comprehensive inspection at Dr J Pramanik & Dr J T Pramanik Practice on 10 September 2019. We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Effective
- Well Led

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

**We have rated this practice as Good overall and good for all population groups.**

We rated the practice **as Good** for providing effective services because:

- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance, supported by clear pathways and tools.
- The practice had a programme of quality improvement activity in place and they routinely reviewed the effectiveness and appropriateness of the care provided.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment.

- Care was delivered and reviewed in a coordinated way when different teams, services or organisations were involved.
- The practice identified patients who may need extra support and directed them to relevant services. This included good support to the various population groups reviewed during this inspection.

We rated the practice as **Requires Improvement** for providing well-led services because:

- The provider did not have an effective system for handling and responding to complaints by patients and other members of the public.

The areas where the provider must make improvements:

- Ensure there is an effective system for handling and responding to complaints by patients and other persons in relation to the carrying on of the regulated activity.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements:

- Review the availability of equipment in the practice to manage medical emergencies taking into account the guidelines issued by the Resuscitation Council (UK).

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to Dr J Pramanik & Dr J T Pramanik Practice

Dr J Pramanik & Dr J T Pramanik Practice at Hornspit Medical Centre, Hornspit Lane, Liverpool L12 5LT. The practice has good transport links, a patient car park and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Dr J Pramanik & Dr J T Pramanik Practice is situated within the Liverpool Clinical Commissioning Group (CCG) and provides services to 3757 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has two partners, both female GPs and at the time of inspection there were three long term locums working at the practice. They are supported by one senior practice nurse, six reception / administrative staff and one practice manager. The practice covers the neighbourhood areas of Norris Green/ Croxteth and West Derby in the city of Liverpool.

The profile of the neighbourhood shows the proportion of residents living with a limiting long term illness in this area of the city of Liverpool is between 21% and 27%. The figure for the general population in England with a limiting long term illness is 20%. The National General Practice Profile states that 8.5% of the practice population is from a BME background with 1.5% of patients being white British. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice provides single storey ground floor facilities accessible to disabled patients. The facilities include toilet, waiting area, private consulting / treatment rooms. Car parking is available on site.

Out of hours services are provided by Urgent Care 24.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 16 HSCA (RA) Regulations 2014 Receiving and acting on complaints  <b>How the regulation was not being met.</b>  The provider did not inform patients of the steps to take if they are not satisfied with the findings or outcome once the practice has responded to the complaint. This includes their right to refer the matter to the Health Service Ombudsman.