

Four Acre Health Centre

Inspection report

Burnage Avenue
Clock Face
St. Helens
WA9 4QB
Tel: 01744819884

Date of inspection visit: 15 November 2021
Date of publication: 20/12/2021

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		Inadequate	
Are services safe?		Inadequate	
Are services effective?		Inadequate	
Are services caring?		Requires Improvement	
Are services responsive to people's needs?		Requires Improvement	
Are services well-led?		Inadequate	

Overall summary

We carried out an announced comprehensive inspection at Four Acre Health Centre on 7 September 2021 and the practice was rated as inadequate overall and placed into special measures.

This focused inspection was to check compliance with the warning notice issued in October 2021 for a breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 12, Safe care and treatment. As this inspection was to check compliance with the warning notice, the ratings from the previous inspection in September 2021 have not been changed.

During our inspection on 7 September 2021, we found safe care and treatment was not provided in a safe way to patients.

This was because:

- Medicine reviews did not contain relevant information and required blood tests for some patients were overdue.
- We found concerns relating to the required monitoring of patients prescribed certain medicines.

Our findings

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.

At this inspection we found arrangements relating to the warning notice for safe care and treatment had been met.

We found that:

- The provider was supported by NHS St Helens Clinical Commissioning Group (CCG) and Primary care network to support the practice with the improvement plan.
- Patients had been contacted to arrange review of long-term conditions and medication reviews.
- Medication reviews contained the relevant information.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Four Acre Health Centre

Four Acre Health Centre is located in St. Helens at Burnage Avenue, Clock Face, St. Helens, Merseyside, WA9 4QB.

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

The practice is situated within the St. Helens Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 8400. This is part of a contract held with NHS England.

The practice is part of St. Helens South Primary care network, a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 98.5% White 0.6% Asian, 1.9% Black, Mixed and Other.

There was a lead GP partner and four part-time salaried GPs. The practice has a team of four advanced nurse practitioners who provide nurse led clinics for long-term condition review. The GPs are supported at the practice by a team of reception/ administration staff. The practice manager and assistant practice manager support the lead GP.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided by the local walk in centre. Out of hours services are provided by Primary Care 24.