

# Bigham Road Medical Centre

## Inspection report

Bigham Road  
Liverpool  
L6 6DW  
Tel:

Date of inspection visit: 12 April 2022  
Date of publication: 14/06/2022

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 to people's needs?		Good	
Are services well-led?		Requires Improvement	

# Overall summary

We carried out an announced inspection at Bigham Road Medical Centre on 6 and 12 April 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Requires improvement

The full reports for previous inspections can be found by selecting the 'all reports' link for Bigham Road Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive review following registration with CQC in September 2019.

## How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## 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.

## We have rated this practice as Good overall

# Overall summary

We found that:

- The practice had systems, practices and processes to keep people safe and safeguarded from abuse.
- Effective measures were in place to minimise the risk presented by the Covid-19 pandemic.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.

Well-led has been rated as requires improvement because:

- The providers existing systems and processes did not always adequately identify risks and in some cases relied on external parties to identify them before they were addressed.
- Not all staff had completed the relevant training for their role.
- Recruitment files did not contain all of the required evidence, to be kept. The practice did not have a programme of quality improvement and audit in place and patient records were not always fully documented.

We found one breach of regulation. The provider **must**:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The provider **should**:

- Continue to monitor the uptake of cervical screening programme and children's vaccination.
- Capture themes from informal feedback patients provide.
- Share details of Freedom to Speak up Guardians with staff.

**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 and undertook a site visit. 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 Bigham Road Medical Centre

Bigham Road Medical Centre is located in Liverpool at: Bigham Road, Kensington, Liverpool, L6 6DW.

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.

The practice is situated within the Liverpool Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of 2,300. This is part of a contract held with NHS England.

The practice is part Liverpool First 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 lowest decile (one 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 78.3% white, 9.4% Black, 6% Asian, 3.4% Mixed, and 2.8% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more working age patients registered at the practice compared to other age groups.

There one full time GP who is supported by an Advanced Nurse Practitioner, part time senior receptionist, three part time receptionists and a practice manager.

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.

Out of hours services are provided by UC24 from 6.30pm to 8.30am weekdays, weekends and bank holidays.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>There were no systems or processes that enabled the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular:</p> <ul style="list-style-type: none"><li>• The provider was unable to demonstrate all staff had completed the required training.</li><li>• Not all abnormal test results had been actioned appropriately.</li><li>• A programme of targeted quality improvement was not in place.</li><li>• Systems and processes, in relation to identifying, managing and mitigating risks to patients was not embedded.</li></ul> <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>