

# Bootle Village Surgery

## Quality Report

204 Stanley Road  
Bootle Merseyside  
L20 3EW  
Tel: 0151 933 7447  
Website:

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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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We previously carried out an announced comprehensive inspection of this practice on 26 November 2015. Breaches of legal requirements were found. After the comprehensive inspection, the practice wrote to us with an action plan to say what they would do to meet legal requirements in relation to Regulations:

- Regulation 15 HSCA 2008 (Regulated Activities) Regulations 2010 Safety and suitability of premises.

We undertook this focused inspection on the 12 July 2016 to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements and issues identified in the previous report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Bootle Village Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Overall the practice is rated as good.

Our key findings were:

The practice had addressed the breaches of regulations and other issues identified during the previous inspection and made improvements including:

- Risk assessments for health and safety had been carried out and action had been taken against the risks identified.
- Purchasing a defibrillator to manage medical emergencies at the practice.

### **Professor Steve Field (CBE FRCP FFPH FRCGP)**

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services. The practice had addressed the breaches of regulations and other issues identified during the previous inspection and made improvements including:

- Updating health and safety risk assessments and carrying out any actions required where practical.

**Good**



# Bootle Village Surgery

## Detailed findings

### Our inspection team

**Our inspection team was led by:**

a CQC inspector.

### Background to Bootle Village Surgery

Bootle Village Surgery is located near the main shopping area of Bootle, Liverpool. The practice is in a deprived area of the country. There were 6150 patients on the practice register at the time of our inspection.

The practice is a training practice and has four GP partners (two male and two female), a foundation 2 trainee GP, a registrar, one practice nurse, and a phlebotomist, reception and administration staff. The practice is open 8am to 6.30pm Monday to Friday. The practice has three morning sessions (Monday and Friday) for open access whereby patients do not need to make an appointment but have to wait to be seen. In addition, the practice nurse was available until 8pm one evening a week.

The practice has a PMS contract and also offers enhanced services for example; various immunisations.

### Why we carried out this inspection

We undertook an announced focused inspection of Bootle Village Surgery on 12 July 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 26 November 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe. This is because the service was not meeting some legal requirements.

### How we carried out this inspection

The inspector :-

Reviewed information sent to us by the provider.

# Are services safe?

## Our findings

At our previous inspection 26 November 2015 we identified that there was a lack of comprehensive risk assessments in place for health and safety issues in particular fire safety.

At this inspection, we found the practice had made the following improvements:

- A fire safety risk assessment had been completed and fire drills had been carried out.
- A disabled access risk assessment had been completed.
- The practice had carried out control of substances hazardous to health (COSHH) risk assessments to ensure the safety of any materials used on the premises such as cleaning solutions.

- The practice had a new infection control audit carried out in January 2016 and had scored 95%. There was an action plan in place which was in the process of being addressed. For example, the practice was replacing some soap dispensers. A legionella risk assessment had also been completed in February 2016 and remedial work was in process.
- Display screen equipment risk assessments had been completed and action taken where necessary.

In addition, the practice had purchased a defibrillator to help manage medical emergencies.