

Langbank Medical Centre

Inspection report

Broad Lane
Norris Green
Liverpool
L11 1AD
Tel: 01512261976

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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 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?		Good	

Overall summary

We carried out an announced inspection at Langbank Medical Centre on 14 and 15 September 2021. Overall, the practice is rated as Good.

Safe – Good

Effective Good

Caring – Good

Responsive – Good

Well-led - Good

Following our previous inspection 3 December 2019, the practice was rated Requires Improvement overall and for key questions safe and effective, but good for caring, responsive and well led. ew

The full reports for previous inspections can be found by selecting the 'all reports' link for Langbank medical centre on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on the key questions for safe, effective, well-led and the regulatory breaches identified at the last inspection: Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment, Regulation 15 HSCA (RA) Regulations 2014 Premises and equipment, Regulation 17 HSCA (RA) Regulations 2014 Good governance, Regulation 18 HSCA (RA) Regulations 2014 Staffing.

We also reviewed the areas where the previous inspection identified that the provider should make an improvement by:

- All information pertaining to significant events should be retained in one place for ease of reference.
- The health and safety risk assessment should be more comprehensive and identify all risks and actions to be taken.
- Formalise the system for reviewing the practise of clinical staff to ensure consultations, referrals and prescribing are appropriate.
- Review uncollected prescriptions more frequently and record the sequential numbers on written prescriptions to enable an audit trail.
- A full record of safety alerts received, and action taken to be maintained.
- Formalise the care plans for patients.
- The practice should improve cancer screening uptake.
- The practice website to be updated with information about support groups and services and more information about the role and remit of the advanced nurse practitioners to be made available for patients.
- The processes to keep clinicians up to date and share learning should be reviewed.

How we carried out the inspection.

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.

Overall summary

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
- Staff questionnaires
- 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 and good for all population groups except working age people as requires improvement.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should**:

- Complete a security risk assessment of the premises.
- Improve the uptake of childhood immunisations and cervical cancer screening.
- Review staff training requirements for each staff role.
- Review recruitment files to include information required.
- Review uncollected prescriptions process.

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

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

Our inspection team

Our inspection team was led by a CQC lead inspector and team 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 Langbank Medical Centre

Langbank Medical Centre is located in Liverpool at:

Broad Lane

Norris Green

Liverpool

Merseyside

L11 1AD

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

The practice is situated within the Liverpool Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 4770. This is part of a contract held with NHS England.

The practice is part of a wider network of 13 GP practices known as North Liverpool Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the first 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, 96.3% White, 1.2% Asian, 1.1% Black, 1% Mixed and 0.4% Other.

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

There is a team of a lead GP and four part time salaried GPs. The practice has a team of two advanced nurse practitioners and one practice nurse who provide nurse led clinic's for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff.

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

Extended access is provided by the practice on Wednesday evening and telephone consultation Thursday morning 7.30am to 8am. Out of hours services are provided by the local walk in centre or 111.