

# GP Practice at Riverside

## Inspection report

Riverside Centre for Health  
Park Street  
Liverpool  
L8 6QP  
Tel: 01512959210

Date of inspection visit: Not applicable  
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an announced review at GP Practice at Riverside on 28 and 29 June 2021. This review focused on the regulatory breaches previously found.

This remote assessment did not result in the provider being awarded a rating as a site visit was not undertaken.

The full report for the previous inspection can be found by selecting the 'all reports' link for GP Practice at Riverside on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this review.**

This review was a focused follow-up review of information without undertaking a site visit, to follow up on two breaches of regulation. These were identified at the previous review we carried out between 9 and 12 November 2020. At that time, we identified improvements were needed to the governance of the service and to ensure medicines were managed safely. We issued warning notices for breaches of:

- Regulation 12(1) HSCA (RA) Regulations 2014 Safe care and treatment
- Regulation 17(1) HSCA (RA) Regulations 2014 Good governance

We looked at the following key questions:-

- Safe
- Effective
- Responsive
- Well-led

## **How we carried out the 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 reviews differently.

This review was carried out in a way which enabled us to not spend any 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

## **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

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- information from the provider, patients, the public and other organisations.

We found that a number of improvements had been made since the last remote assessment, including:

- The provider had undertaken a recruitment drive and new systems and induction programmes were developed to support new and temporary staff.
- The processes for monitoring patients' health in relation to the use of medicines including high risk medicines, had significantly improved.
- There had been improvements to policies and procedures to ensure there was clear guidance for staff.
- The arrangements for identifying, recording and managing risks, issues and mitigating actions had improved. This included the management of significant events and complaints monitoring.
- The practice had systems and processes to keep clinicians up to date with current evidence-based practice.
- The practice had an improved programme of quality improvement and used information about care and treatment to make improvements.
- We found that improvements had been made to the governance systems to ensure better oversight, monitoring and review.
- There was improved clinical leadership from a lead GP and nurse and regular monthly clinical meetings with practice staff.
- Staff reported that they felt able to raise concerns without fear of retribution.
- Staff reported that there had been improvements to communication and their involvement in the operation of the service.

We found areas where improvements needed to be made:-

- Since the last inspection the provider had developed a training plan. However, there were gaps identified in the required mandatory training for a number of clinical staff.
- A systematic approach to determine the number of staff and range of skills required in order to meet the needs of patients and keep them safe was not in place.
- There was insufficient support or monitoring of clinical staff. Appraisals and formal supervision had not taken place.
- Some staff told us there was not always enough clinical staff for the volume of work and there was a lack of continuity of staff. Staff told us there was not enough practice nurses and not enough long-term GPs.
- The provider used a high number of locum staff to maintain clinical staffing levels without effective oversight.

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

- Ensure sufficient numbers of suitably qualified, competent, skilled and experienced persons are deployed to meet the fundamental standards of care and treatment.
- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out their duties.

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

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

- Review and improve significant event reporting and analysis forms to fully document learning and action taken.
- Review and improve processes to seek feedback from patients about access to the services provided.
- Review and improve the procedures for offering patients a service at another location operated by the provider.

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- Review and improve the policy for staff development and retention.
- Review and improve the record keeping of checks to ensure the receptionists are allocating patients to the correct area of the triage system.
- A programme for audits should be put in place which reflects local, national and service priorities.
- The provider should ensure that a written agreement or contract is in place for GP locums working at the practice. Formal procedures and monitoring processes should be put into place for locum GPs to ensure safe treatment and care is carried out.

**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>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our inspection team was led by three CQC inspectors 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 GP Practice at Riverside

GP Practice at Riverside is located in Liverpool at:

Riverside Centre for Health

Park Street

Liverpool

Merseyside

L8 6QP

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures. The practice is one of several practices operated by the provider.

The practice is situated within the Liverpool Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 2,300. The practice is part of 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 approximately 78% White, 5% Asian, 6% Black, 5% Mixed, and 5% Other.

At GP Practice at Riverside there are two long-term locum GPs and a further locum GP. There is also a paramedic and an assistant nurse practitioner. Locum GPs, salaried advanced nurse practitioners and practice nurses who work at the providers other practices also work at GP Practice at Riverside. The provider also employs other clinicians who work across all the practices they operate, this includes a pharmacist, pharmacy technician and two mental health practitioners. The clinical staff at GP Practice at Riverside are supported by administration and management 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. 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. When the surgery is closed patients are directed to NHS 111 and NHS walk in centres. Patients are advised to dial 999 in the case of an emergency.

## 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 Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 18 HSCA (RA) Regulations 2014 Staffing</p> <ul style="list-style-type: none"><li>• The provider was not able to demonstrate that they deployed sufficient numbers of suitably qualified, competent, skilled and experienced staff to make sure that they can meet people's care and treatment needs.</li><li>• In determining the number of staff and range of skills required to meet people's needs, the provider had not considered the different levels of skills and competence required to meet those needs, the registered professional and support workers needed, supervision needs and leadership requirements.</li><li>• The provider used a high number of locum staff to maintain clinical staffing levels without effective oversight.</li><li>• The provider did not ensure that staff receive appropriate ongoing or periodic supervision in their role to make sure competence is maintained.</li><li>• Staff were not sufficiently supported to make sure they can participate in statutory training and other mandatory training, as defined by the provider for their role.</li></ul> <p><b>This was in breach of Regulation 18 (1) (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</b></p>