

# Maghull Practice

## Inspection report

Maghull Health Centre  
Westway, Maghull  
Liverpool  
Merseyside  
L31 0DJ  
Tel: 01512830400  
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Date of inspection visit: 16 July 2019  
Date of publication: 28/08/2019

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 

# Overall summary

**This practice is rated as Good overall.** (Previous rating 30 October 2018 – Good)

The safe key question at this inspection is rated as: Good.

We carried out this announced focused inspection at Maghull Practice on 16 July 2019 to follow up breaches of regulation from our last inspection carried out on 30 October 2018.

The full comprehensive report on the October 2018 inspection can be found by selecting the 'all reports' link for Maghull Practice on our website at .

At the previous inspection of 30 October 2018 we rated the practice as 'good' overall but as 'requires improvement' in the safe key question. We identified a breach of Regulation 13 HSCA (RA) Regulations 2014. This was because systems in place for safeguarding patients were not sufficiently robust as there was no designated safeguarding lead, not all staff had been provided with up to date training in safeguarding and safeguarding registers had not been reviewed on a regular basis. We also identified a breach of Regulation 12 HSCA (RA) Regulations 2014. This was because an up to date fire risk assessment was not available at the practice and fire drills were not being carried out at regular intervals.

This inspection was a follow up inspection to confirm that the provider had carried out their plan to meet the legal requirements. Our key findings were as follows:

- The provider had taken action to meet the breach of regulation.
- The systems and processes in place to safeguard patients from the risk of abuse had been improved.
- Fire safety procedures had been formalised.

We also looked at action taken in response to the recommendations we had made to the provider following the last inspection visit. We found:

- The governance systems had been reviewed and further developed to ensure these were effective in monitoring the quality of the service provided and drive improvement.
- New procedures had been put in place for monitoring patients prescribed high risk medicines.
- Workforce requirements had been reviewed and the provider was actively trying to recruit salaried GPs.
- All required checks were in place for locum GPs and these were centrally managed.
- Health promotion information and advice for patients about how they can access support groups and voluntary organisations.
- Staff had been provided with ready access to all policies and procedures through the provider's intranet system.

**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

## Our inspection team

The inspection was led by a CQC lead inspector.

## Background to Maghull Practice

The registered provider for the service is Primary Care 24 Limited. The provider is a social enterprise providing a range of urgent and primary care services across five clinical commissioning groups (CCGs).

The provider is registered to provide the following regulated activities: Diagnostic and screening, maternity and midwifery and treatment of disease, disorder or injury.

This inspection was carried out the location: Maghull Practice, Maghull Health Centre, Westway, Maghull, Liverpool L31 0DJ.

The staff team includes locum GPs, one practice nurse, one health care assistant, a practice manager and administrative/reception team.

The practice provides GP services to approximately 3,300 patients living in the Maghull area of Merseyside. The practice is located in an area with lower than average levels of deprivation. The practice has a higher than average number of patients over the age of 65 years.

The practice is open Monday to Friday 8am to 6.30pm. Patients can book appointments in person, via the telephone or online. The practice provides telephone consultations, pre-bookable appointments, on the day appointments, urgent appointments and home visits.

The practice treats patients of all ages and provides a range of primary medical services.

Primary Care 24 has an Alternative Provider Medical Services (APMS) contract with NHS England for providing services at Maghull Practice. The practice is part of South Sefton Clinical Commissioning Group (CCG).

Outside of practice opening hours patients can access the extended GP access service. Outside of this they can contact the GP out of hours service by calling NHS 111.