

# Roseheath Surgery Ltd

## Inspection report

Roseheath Drive  
Halewood  
Liverpool  
Merseyside  
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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?

Good 

Are services well-led?

Requires improvement 

# Overall summary

We carried out an announced focused inspection at Roseheath Surgery Ltd on 6 November 2019. We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Effective
- Well Led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe
- Caring
- Responsive

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 apart from working age people (including those recently retired and students) which is rated as **requires improvement**.

We rated the practice as **requires improvement** for providing well-led services because:

- The system for ensuring that Patient Group Directives (PGDs) were appropriately authorised was not comprehensive.

We rated working age people (including those recently retired and students) as **requires improvement** due to the screening data for cervical screening not meeting the national coverage target.

We rated the practice as **Good** for providing effective services because:

- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance.
- Staff worked together and with other organisations to deliver effective care and treatment.
- Staff told us they felt well supported and they had access to training to support them in their roles.

The area where the provider **must** make improvements are:

- Systems and processes must be in place to ensure Patient Group Directives (PGDs) are appropriately authorised.

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

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

- Identify the Freedom to Speak Up Guardian and ensure that staff are familiar with who this is and their contact details.
- The practice should continue to work towards improving cancer screening uptake.

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

## Background to Roseheath Surgery Ltd

Roseheath Surgery Ltd is located in Roseheath Drive, Halewood, Liverpool, Merseyside. The provider is Roseheath Surgery Ltd who is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. Roseheath Surgery Ltd is an independent practice which works collaboratively with other practices within the Maassarani Group of General Practices.

Roseheath Surgery Ltd is situated within the NHS Knowsley Clinical Commissioning Group (CCG) and provides services to approximately 2,545 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

At the practice there are two part-time GPs, one part-time locum GP, a part-time advanced nurse practitioner, a

part-time practice nurse, a part-time locum practice nurse, a part-time health care assistant and a part-time pharmacist. The practice is supported by reception and administrative staff and a practice manager. The service is also supported by operations, communications and quality assurance managers from the Maassarani Group of General Practices.

The National General Practice Profile states that 95% of the practice population is from a white background. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The majority of patients are within the aged 15 – 44 age group.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is 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	Regulation 17 HSCA (RA) Regulations 2014 Good governance <b>A comprehensive system was not in place to ensure that the Patient Group Directives (PGD) were appropriately authorised.</b>