

Dr Heath Prescott Medical Centre

Inspection report

Sewell Street
Prescot
L34 1ND
Tel: 01514265277

Date of inspection visit: 12 August 2021
Date of publication: 10/09/2021

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	
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Are services safe?	Good	
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Are services effective?	Good	
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Are services caring?	Good	
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Are services responsive to people's needs?	Good	
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Are services well-led?	Good	
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Overall summary

We carried out an announced inspection at Dr Heath Prescott Medical Centre on 11 and 12 August 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 29 November 2019 the practice was rated Requires Improvement overall and for providing safe and responsive services. Effective, caring and well-led key questions were rated Good.

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

Why we carried out this inspection.

This inspection was a comprehensive follow-up and included a site visit.

Key questions inspected were safe, effective, caring, responsive and well-led.

Areas followed up included any breaches of regulations or 'shoulds' identified previously.

At the previous inspection in November 2021 we found:

- The practice did not have robust system in place to learn and make improvements when things went wrong.
- The practice did not have systems in place to keep medicine prescriptions safe and secure.
- The practice did not have systems in place to keep all personal information secure.
- Processes for receiving and dealing with complaints were not robust.

We found all previous breaches in regulations had been addressed.

We found improvements in all previous areas of concern as the practice had also reviewed and taken action to address the 'shoulds' identified at the previous inspection.

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.
- Sending all staff a questionnaire which they could complete and return prior to and during the inspection period.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider on 11 August 2021.
- Reviewing patient records to identify issues and clarify actions taken by the provider .
- Requesting evidence from the provider.
- A short site visit.
- Requesting the provider use their patient contact platform to inform them about the inspection and asking them to complete a Healthwatch/ CQC web-based questionnaire.
- Phone call to members of the Patient Participation Group.

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 for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had continued to support parents in accessing childhood immunisation and had achieved in excess of 95% uptake.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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**:

- Consider recording when clinical oversight of test results by non-clinical has taken place.
- Consider practice wide joint meetings between clinical and administration staff.
- Consider providing more detailed information about recognising, recording and responding to near-miss incidents
- Consider reviewing policies and guidance in relation to the conclusions of enquiries into incidents, complaints and concern so that all investigations include a review of the relevant policies and procedures and outcomes are clearly documented. This will support practice-wide and sustained change when appropriate.
- Ensure that information about the availability of the interpreter service is always visually accessible when patients enter the practice.

Overall summary

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)	Good	
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 who spoke with staff using video conferencing facilities, undertook a site visit and received feedback from staff through completed staff questionnaires.

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 Dr Heath Prescott Medical Centre

Dr Heath Prescott Medical Centre is located in Knowsley Merseyside at:

Sewell Street

Prescot

Merseyside

L34 1ND

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

The practice is situated within the Knowsley Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of 6,600. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices and is part of the South and East Knowsley PCN.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two out 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 96.5% white and 1.9% Asian and others amounted to 1.6%.

The age distribution of the practice population closely mirrors the local and national averages. There are equal male and female patients registered at the practice.

The provider is a partnership with a female GP main partner and a male GP who registered with the CQC in April 2013. The practice employed several regular male and female locum GPs and a practice nurse. The practice is also a teaching practice and so have GP trainees who are registrars on placement and working at the practice. The clinical team were supported by a practice manager, and office manager, receptionists and several 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 locally by PC24, where late evening and weekend appointments are available. Out of hours services are provided by PC24.