

Beacon Primary Care

Inspection report

Sandy Lane Health Centre
Sandy Lane
Skelmersdale
Lancashire
WN8 8LA
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www.beaconprimarycare.org.uk

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September 2018
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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 caring?

Good



Are services responsive?

Good



Overall summary

This practice is rated as Good overall. (Previous rating March 2018 – Requires Improvement)

The key questions at this inspection are rated as:

Are services caring? – Good

Are services responsive? – Good

We carried out an announced comprehensive inspection at Beacon Primary Care on 15 March 2018 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. At this inspection we rated the practice as requires improvement overall, with requires improvement ratings for the key questions of caring and responsive due to poor patient feedback about their experiences at the service. The full report from our March 2018 inspection can be found here: <https://www.cqc.org.uk/location/1-543753416>.

We carried out a focussed follow up inspection on 25 September 2018 to establish how the practice had addressed the concerns identified at the March 2018 visit. This visit inspected the caring and responsive key questions only. The practice is now rated good for both the caring and responsive key questions and good overall.

At this inspection we found:

- The practice had implemented changes to address patient feedback around experience and access.
- The appointment system had been reviewed and updated to improve its effectiveness.

- Telephone triage appointment slots had been lengthened from five to seven minutes in order to allow for more effective management of the patients' presenting problems.
- Clinical capacity had been increased.
- The practice had created and recruited to a new non-clinical post to focus on organisational development and communications, with particular focus on patient and public engagement.
- The practice's telephone system was being updated to incorporate an additional line specifically for managing prescription requests.
- A new system had been implemented to facilitate the proactive identification of patients with caring responsibility, as well as to identify patients with hearing or visual impairment or those who were housebound.
- Following our inspection in March 2018, we recommended the practice should review how it monitored expiry dates of medicines held in the GPs' bags. At this inspection we saw a new system had been put in place which was operating effectively. All medicines were in date.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector.

Background to Beacon Primary Care

Beacon Primary Care is located in Skelmersdale, Lancashire. The practice operates across four sites in the local area and patients can access appointments at any site of their preference. We inspected two of the four sites, the main site at Sandy Lane Health Centre and the site at Hillside Health Centre, Skelmersdale. There are additional sites at Railway Road, Ormskirk and North Meols Health Centre, Church Road situated in Banks, Southport. The link to the practice website is www.beaconprimarycare.org.uk.

There are 16307 patients on the practice list. The majority of patients are white British with a lower than average number of people over the age of 65, and a higher average number of people under the age of 18 years. The practice is in the fourth least deprived decile. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is part of the West Lancashire Clinical Commissioning Group (CCG). Services are provided under a general medical service (GMS) contract with NHS England. Sandy Lane Health Centre is housed in a two storey property owned by NHS Property Services and offers access and facilities for disabled patients and visitors. There are two additional GP practices which share the building. North Meols Health Centre merged with Beacon Primary Care in July 2016 and a service has

been provided to students at Edge Hill University since September 2016. Beacon Primary Care have been caretaking the service at Viran Medical Centre now located in Tarleton since July 2017.


The practice opens between 8am and 6.30pm every day except Monday, when the North Meols site is open until 8pm for extended hours access and Wednesday when it also offers a late surgery until 8.30pm at the Railway Road site. Patients requiring a GP outside of normal working hours are advised to contact an external out of hour's service provider Vocare.

Beacon Primary Care are part of the North West Alliance (NWA) which includes two practices in Southport and Formby Clinical Commissioning Group.

The practice has two GP partners, one female and one male. There are also six salaried GPs, five female practice nurses, three nurse prescribers five nurse practitioners, one minor operations nurse, six health care assistants, a practice manager, two deputy practice managers and a team of reception and administration staff. These staff work across all four sites to provide comprehensive cover at all times. The practice has also recruited two additional advanced nurse practitioners who are due to commence employment with the practice in the coming



weeks in addition to a further non-clinical post commencing in November 2018 with responsibility for patient and public engagement and service organisational development.



The practice offers placements to medical students, GPs in training, physician associate students and student nurses.

Are services caring?

Following our comprehensive inspection in March 2018, we rated the practice as requires improvement for providing caring services as patient feedback was lower than local and national averages. In September 2018 we found evidence demonstrating patient experience had improved. We rated the practice as good for caring.

Kindness, respect and compassion

Staff treated patients with kindness, respect and compassion.

- Feedback from patients was positive about the way staff treat people.
- Staff understood patients' personal, cultural, social and religious needs.
- The practice gave patients timely support and information.
- The practice's 2018 GP patient survey results were generally in line with local and national averages for questions relating to kindness, respect and compassion. One indicator from the national GP patient survey, relating to patients' overall experience of their GP practice, was lower than both local and national averages. However, the practice had conducted its own patient survey more recently which indicated significant improvement in patient feedback around their overall experience.

Involvement in decisions about care and treatment

Staff helped patients to be involved in decisions about care and treatment. They were aware of the Accessible Information Standard (a requirement to make sure that patients and their carers can access and understand the information that they are given).

- Staff communicated with people in a way that they could understand, for example, communication aids and easy read materials were available.
- Staff helped patients and their carers find further information and access community and advocacy services. They helped them ask questions about their care and treatment.
- At our March 2018 inspection we found the practice had identified 1.1% of the patient list as being carers. At our inspection in September 2018 we saw the practice had introduced new systems to proactively identify carers and support them. The percentage of the patient list coded as carers at the time of our most recent visit had increased to 2.2%.
- The practice's GP patient survey results were in line with local and national averages for questions relating to involvement in decisions about care and treatment.

Please refer to the evidence tables for further information.

Are services responsive to people's needs?

Following our comprehensive inspection in March 2018, we rated the practice as requires improvement for providing responsive services as patient feedback was lower than local and national averages for indicators relating to access to the service. In September 2018 we found evidence demonstrating changes put in place by the practice to address this and patient experience had improved. We rated the practice, and all of the population groups, as good for providing responsive services .

Timely access to care and treatment

The practice were aware of previous low patient satisfaction with access to the service. During this inspection we found patients were able to access care and treatment from the practice within an acceptable timescale for their needs.

- Patients had timely access to initial assessment, test results, diagnosis and treatment.
- Waiting times, delays and cancellations were minimal and managed appropriately.

- Patients with the most urgent needs had their care and treatment prioritised.
- Patients we spoke with recognised the improvements being put in place to improve access.
- The practice's national GP patient survey results were below local and national averages for questions relating to access to care and treatment. However, since the national survey had been completed, the practice had implemented a number of changes. For example it had increased clinical capacity and changed its appointment system to better meet the needs of patients. A new, separate prescription line was being introduced to reduce demand on the practice's main telephone lines.
- Following the implementation of these changes, the practice had completed its own patient satisfaction survey, which indicated a positive trend of improvement in patient perception of how they could access services.

Please refer to the evidence tables for further information.