

Park Road Group Practice

Inspection report

3 The Elms
Liverpool
L8 3SS
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www.theelmsmedicalcentre.nhs.uk

Date of inspection visit: N/A
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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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

Following our previous inspection on 14 January 2020, the practice was rated Good overall and for safe, effective, caring and responsive, but requires improvement for providing well led services.

We carried out an announced review at Park Road Group Practice (also known as The Elms Medical Centre) on 26 & 29 July 2021. Overall, the practice is rated as Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Park Road Group Practice on our website at www.cqc.org.uk

Why we carried out this review

This review was a follow-up of information without undertaking a site visit inspection to assess the key question:

- Well-led.

We reviewed the breach identified at the last inspection of Regulation 17 HSCA (RA) Regulations 2014 Good governance. The regulation was not being met because:

- A comprehensive system was not in place for ensuring emergency drugs and equipment met requirements.

We also reviewed the areas where the previous inspection identified that the provider **should** make improvements by:

- Reviewing clinical rooms to ensure facilities comply with best practice guidelines.
- Reviewing recruitment files to ensure all necessary documentation is included.

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 included:

- Reviewing action plans sent to us by the provider
- Requesting evidence from the provider
- Speaking with staff using video conferencing

Our findings

We based our judgement of the quality of care at this service on a combination of:

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We did not change the overall rating for this service following our review.

We found that:

Overall summary

- The breach of Regulation 17 Good governance had been addressed and a comprehensive system was now in place for ensuring emergency drugs and equipment met requirements.
- Clinical rooms facilities now complied with best practice guidelines.
- Recruitment files had been reviewed and audited to ensure all necessary documentation was included.

Whilst we found no breaches of regulations, the provider **should**:

- Ensure the emergency drugs protocol wording reflects the appropriate action to be taken.
- Ensure statutory notifications are submitted in a timely manner.
- Continue with the application to register an additional Registered Manager in the absence of the current registered manager.

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 a CQC lead inspector.

Background to Park Road Group Practice

Park Road Group Practice (also known as The Elms Medical Centre) is located in Liverpool at:

3 The Elms

Liverpool

Merseyside

L8 3SS

The provider is registered with CQC to deliver the Regulated Activities

- Diagnostic and screening procedures
- Family Planning
- Maternity and midwifery services
- Treatment of disease, disorder or injury
- Surgical procedures

The practice is situated within the Liverpool Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 9,330. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices Liverpool Central Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the first 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 85% white, 4% Black, 4% Mixed, 4% Asian and 3% other.

The age distribution of the practice population has a higher number of younger working age people registered than the clinical commissioning group and England average. There are more female patients registered at the practice compared to males.

There is a team of three partner GPs and eight salaried GP's. The practice has a team of three nurses who provide nurse led clinic's for long-term condition, supported by three health care assistants. The GPs and nurses are supported at the practice by a practice manager, assistant practice manager, care coordinator, appointment supervisor, reception/administration staff and an information management and technology coordinator.

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.

Extended access is provided at the practice Monday 6:30pm-8.30pm and Friday 7:30am-8am. Out of hours services are provided by NHS 111.