

# Woolton House Medical Centre

## Inspection report

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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

Are services safe?

**Good**



# Overall summary

We undertook a comprehensive inspection of Woolton House Medical Centre on the 9 May 2018 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall and requires improvement for safety. The full comprehensive report following the inspection on May 2018 can be found by selecting the 'all reports' link for Woolton House Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook an announced focused inspection of Woolton House Medical Centre carried out on 7 November 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 9 May 2018. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

.Our key findings were as follows:

- Safeguarding policies and procedures were up to date to ensure patients were protected from abuse and improper treatment.
- Maintenance arrangements had been reviewed. In areas where work was identified at our last inspection as requiring improvement, this had been completed. New systems were put into place to ensure that all checks, such as an electrical wiring, were monitored to ensure they do not go out of date.
- The practice had reviewed the access restrictions for disabled patients at the entrance to the practice.
- The systems in place for ensuring all nurses working at the practice were covered with appropriate medical indemnity insurance had improved.

- All staff with responsibility for specimen handling and storage had undergone specific training.
- The arrangements in place for Health Care Assistants (HCA) staff who were delivering vaccination programmes, was supported with a written patient specific directions (PSD) always.
- A new system was put in place for monitoring and reviewing policies and procedures.
- Information held about patient complaints was full and accurate to ensure a full and accurate audit trail of events was maintained.
- New arrangements were in place to ensure the safe storage of past medical records for patients.
- A staff training matrix was in place.
- At our previous inspection we found that past medical records were not stored safely. At this inspection we found that some new storage facilities had been purchased by the practice, however, the storage arrangements remained inadequate for the volume of patient's records needing safe storage. Therefore, the records remained at risk of accidental loss, corruption, damage and destruction.

In addition, the provider should:

- Take action to ensure the storage of medical records for patients are protected against the risk of accidental loss, including corruption, damage or destruction.

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## Our inspection team

The inspection was undertaken by a CQC lead inspector.

## Background to Woolton House Medical Centre

Woolton House Medical Centre is registered with the Care Quality Commission to provide primary care services. It provides GP services for approximately 9342 patients living in Woolton area of Liverpool. The practice is situated in a grade two listed building; it has two floors with lift access for patients. The practice has six GP partners, four female and two males. They also have a number of salaried GPs and they take GP trainees. The practice has a practice manager, office manager, administration staff and practice nursing team. Woolton House Medical Centre holds a General Medical Services (GMS) contract with NHS England.

The practice is part of Liverpool Clinical Commissioning Group (CCG) and is situated in an area of low deprivation. Unemployment is significantly lower than the city rate (4.7% compared to 7.2%) and 7.1% of the population are long term sick or disabled. The practice has a high population of older people with 30% being over 60 years and 17% being over 70 years.

The practice is open Monday – Friday 8am to 6.30pm and until 8pm on Tuesday evenings with the phone lines opening for appointments starting at 8am. Patients can book appointments in person, via the telephone or online. The practice provides telephone consultations, pre-bookable consultations, urgent consultations and home visits. The practice treats patients of all ages and provides a range of primary medical services.

The practice does not provide out of hours services. When the surgery is closed patients are directed to the local out of hour's service provider (Unplanned Care 24), local NHS walk in centres and NHS 111 for help.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.

## Are services safe?

At our previous inspection on 9 May 2018, we rated the practice as requires improvement for providing safe services as the arrangements in respect of safeguarding, recruitment and specimen handling required improving.

Action had been taken from the inspection with notable improvements shown on the follow up inspection carried out on 7 November 2018. The practice is now rated as good for providing safe services.

### Safety systems and processes

The practice had improved systems to keep people safe and safeguarded from abuse.

- The safeguarding policy for children had been updated since the last inspection. All staff were aware of this and had received up-to-date safeguarding and safety training appropriate to their role. At the time of the last inspection we were unable to verify if the level of training for GPs was appropriate to their role during the inspection. However, at this inspection it was evident that all GPs had received safeguarding training at level three.
- The practice carried out appropriate staff checks at the time of recruitment and on an ongoing basis. However, on the day of the last inspection we found the practice nurses had been working at the practice without appropriate medical indemnity insurance. Evidence to show this had been completed was sent to us following inspection. At this inspection we found more robust systems in place for ensuring appropriate indemnity was in place for all relevant staff working at the practice.

- At our last inspection we observed that overall the premises were clean and tidy but there had been a leak in the practice nurse room ceiling and this had not been maintained at the time of inspection. At this inspection we found that maintenance work had been completed in this room removing the infection control risks related to this.
- The practice had arrangements to ensure facilities and equipment were safe and in good working order however, previously a planned preventative maintenance program was not in place. At this inspection we saw that other areas of the practice, for example, the reception area had new flooring and works completed. We found that all electrical works and certificates were now in date.
- Staff with responsibilities for handling specimens had been trained and the storage arrangements were improved.

### Appropriate and safe use of medicines

- At our last inspection we observed that Health Care Assistants (HCA) were delivering vaccination programmes but this was undertaken without written patient specific directions (PSD). A PSD is a written instruction to staff to administer a medicine to a list of named patients where each patient on the list has been individually assessed by that prescriber. We saw evidence at this inspection that this had been introduced immediately following inspection.

**Please refer to the Evidence Tables for further information.**