

Dr SN Ramamoorthy's Practice

Quality Report

Bigham Road Medical Centre,
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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 service

Good 

Are services safe?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr SN Ramamoorthy's Practice

on 19 May 2016. While the overall rating for the practice was good, the practice was rated as requires improvement for Safety. The full comprehensive report on the 19 May 2016 inspection can be found by selecting the 'all reports' link for Dr SN Ramamoorthy's Practice on our website at www.cqc.org.uk.

This inspection was an announced focused desk top review carried out on 9 May 2017. The inspection was carried out to check that the provider had met the legal requirements we set out following the May 2016 visit.

This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Our key findings were as follows:

- The practice had addressed all of the issues identified during the previous inspection.
- The practice had completed a fire risk assessment for the premises.
- An electrical safety test was completed by the practice.
- New systems were in place to show that all staff had the appropriate checks undertaken, for example through the Disclosure and Barring Service (DBS) check, (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).
- The practice had oxygen equipment on site for use in an emergency situation.

As a result of the actions taken the practice is now rated as 'good' for providing a safe service.

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

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

- All staff who acted as chaperones had received a Disclosure and Barring Service (DBS) check, (DBS
- The practice had a defibrillator and oxygen equipment available on the premises.
- Electrical testing certificate and fire risk assessments were in place at the practice.

Good



Dr SN Ramamoorthy's Practice

Detailed findings

Our inspection team

Our inspection team was led by:

This focused inspection was undertaken by a CQC Inspector.

Background to Dr SN Ramamoorthy's Practice

Dr SN Ramamoorthy's Practice (also known as Bigham Road Medical Centre) is responsible for providing primary care services to approximately 3,025 patients. The practice is based close to the city centre of Liverpool. The practice serves a diverse patient population with an estimated 12% of patients who do not speak English as a first language. The patient population is younger than the city average with a significant number of children aged 0-4 years. The area in which the practice is based is the 5th most deprived area in the city of Liverpool with high levels of deprivation, unemployment, housing problems and higher numbers of older people living in social isolation.

The staff team includes two partner GPs, two long standing GP Locums, one nurse practitioner, practice manager and administration and reception staff.

The practice is open 8am to 6.30pm Monday to Friday. Bookable appointments are available daily. Home visits and telephone consultations were available for patients who required them, including housebound patients and older patients. There are also arrangements to ensure patients received urgent medical assistance out of hours when the practice is closed.

The practice has a General Medical Service (GMS) contract. The practice offers a range of enhanced services such as flu and shingles vaccinations, minor surgery and timely diagnosis of dementia.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr SN Ramamoorthy's Practice 19 May 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but requires improvement for safety. The full comprehensive report following the inspection on 19 May 2016 can be found by selecting the 'all reports' link for Dr SN Ramamoorthy's Practice on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr SN Ramamoorthy's Practice on 9 May 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

This inspection was carried out as a focused desk based review. The practice was contacted and a request was made to submit evidence to show that the practice had

Detailed findings

completed the improvements identified during their comprehensive inspection carried out on 19 May 2016. A range of information was submitted by the practice and reviewed by the CQC Inspector.

Are services safe?

Our findings

At our previous inspection on 19 May 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of the safe recruitment of staff, completed health and safety risk assessment and safety checks required improvements. The practice did not have adequate oxygen equipment available at the practice for use in an emergency situation.

We issued a requirement notice in respect of these issues and found arrangements had significantly improved when we undertook this follow up review on the service on 9 May 2017. The practice is now rated as good for being safe.

Overview of safety systems and process

- At our inspection on the 19 May 2016 we found that the practice had allowed new staff members to work at the practice without completing a Disclosure and Barring

Service (DBS) check. For this review the practice confirmed that this action had been reviewed and confirmation was received that all current staff members had a DBS check completed.

- At our inspection on the 19 May 2016 we said the provider should undertake a risk assessment for the need to have oxygen on site for use in an emergency. At the inspection undertaken on the 9 May 2017 records were submitted to show this equipment had been purchased by the practice and the delivery was expected a few days following the inspection.
- We found during our inspection on the 19 May 2016 that the practice did not have an electrical testing certificate was completed. This evidence was submitted by the practice to show this work had been completed since the last inspection. The practice also submitted a fire risk assessment for the premises.