

St Helens Hospital

Inspection report

Marshalls Cross Road
St Helens
WA9 3DA
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Date of inspection visit: 6 October 2022
Date of publication: 10/01/2023

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

We carried out an announced comprehensive inspection at St Helens Hospital (Marshalls Cross Medical Centre) on 4, 6 and 12 October 2022. Overall, the practice is rated as Good.

Safe - good

Effective - good

Caring - good

Responsive – good

Well-led - good

Following our previous inspection on 18 August 2018 the practice was rated requires improvement overall and for key questions safe, effective and well-led and good for providing caring and responsive services.

Marshalls Cross Medical Centre is run by St Helens and Knowsley Teaching Hospitals NHS Trust and comes under St Helens Hospital location regulated activities. It is not required to register with the Commission as a separate GP practice location.

The full reports for previous inspections can be found by selecting the 'all reports' link for St Helen's Hospital on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up breaches of regulation from a previous inspection in line with our inspection priorities.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included :

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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

- what we found when we inspected

Overall summary

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

We found that:

- The practice had implemented a system for ensuring that patients on long term or high-risk medication were monitored. Uncollected prescriptions were followed up and monitored.
- Detailed risk assessments for the premises, facilities and to provide services for patients on the specialist allocation scheme had been undertaken and were regularly reviewed.
- Safeguarding processes had been strengthened.
- Systems were in place to monitor NICE and other best practice guidance.
- Staff had completed essential training relevant to their role and responsibility.
- Effective clinical audits had been undertaken and an annual audit programme was in place.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- Clinical oversight and governance systems for the practice had been reviewed and integrated into the Trust's community services directorate.
- The governance arrangements, strategy and plans for the practice were regularly reviewed and monitored.
- There were effective systems and processes for identifying, managing and mitigating risk.

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

- Continue to improve uptake for cervical screening and childhood immunisations.
- Continue to monitor patient medication reviews.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. 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 St Helens Hospital

Marshalls Cross Medical Centre is managed by St Helens and Knowsley NHS Trust Teaching Hospital and is located in a purpose-built department in St Helens Hospital:

2nd Floor, Orange Zone

St Helens Hospital

Marshalls Cross Road

Merseyside

WA9 3DA

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 and surgical procedures.

The practice is situated within the Cheshire and Merseyside Integrated Care System (ICS) and delivers Alternative Provider Medical Services (APMS) to a patient population of 6,000 people. This is part of a contract held with NHS England.

The practice is part of St Helens Central primary care network, a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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, 85.9% White, 1.6% Asian, 1.1% Mixed, 0.7% Black, 0.6% Other and 10.1% was not recorded.

The age distribution of the practice population closely mirrors the local and national averages. There are more working age patients registered at the practice.

The practice team was led and supported by a directorate manager and lead GP to deliver the primary care services for the trust. The practice staffing consisted of four GP's, two advanced nurse practitioners and two practice nurses, a health care assistant, patient care co-ordinators, a practice manager a business manager.

The practice is open between 8 am to 6:30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by St Helens Rota, where late evening appointments are available Monday 6:30pm, 6:45pm, 7pm, Wednesday 6:30pm, 6:45pm, 7pm, 7:15pm and Friday 7:45pm, 8pm, 8:15pm and 8:30pm. Out of hours services can be accessed via NHS 111.