

# Park Road Group Practice

## Quality 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**



# Summary of findings

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## Overall summary

We carried out an announced comprehensive inspection at this practice on the 15th October 2014 and at this time the practice was rated as good.

However, breaches of a legal requirement were also found. After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

Regulation 21 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

On the 21st June 2016 we carried out a focused review of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This review was carried out to check whether the provider had completed the improvements identified during the comprehensive inspection carried out in October 2014.

This report covers our findings in relation to those requirements and areas considered for improvement. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Park Road Group Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The findings of this review were as follows:

- The practice had addressed the issues identified during the previous inspection.
- Appropriate recruitment checks had been carried out for staff and the practice had updated their recruitment policy to include all required checks for newly employed staff. The practice had undertaken Disclosure and Barring Service (DBS) checks for staff members.

### **Letter from the Chief Inspector of General Practice**

**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. Evidence was provided as part of this desk based review to show that required improvements had been implemented. The practice had updated their recruitment processes to ensure necessary employment checks were in place for all staff. Recruitment checks had been revised to ensure these met regulatory requirements.

**Good**



# Park Road Group Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This desk top review was undertaken by a CQC Inspector.

## Background to Park Road Group Practice

Park Road Group Practice provides GP services for approximately 8200 patients living in the Riverside neighbourhood area of Liverpool. The practice has five GP partners, four associate (salaried) GPs, a practice manager, a practice nurse manager, a practice nurse, healthcare assistant and IT, administration and reception staff. The practice is a GP training practice and has GP registrars working for them as part of their training and development in general practice.

The practice is open Monday to Friday from 8am to 6.30pm with extended opening hours until 8.30pm on a Monday. Patients can book appointments in person or via the phone. The practice provides triage and telephone consultations, pre bookable consultations, urgent consultations and home visits. The practice treats patients of all ages and provides a range of medical services. When the practice is closed patients can access the out of hours provider for Liverpool, Urgent Care 24 (UC24).

The practice is part of Liverpool Clinical Commissioning Group (CCG). The practice is situated in an area of high deprivation. The practice population is made up of a predominately younger population between the ages of

15-64 years old and a lower than national average of patients aged over 65 years. Nine per cent of the population claim disability allowance and 21 % have a caring responsibility.

Fifty five per cent of the population has a long-standing health condition and a slightly higher than national average number of unemployed.

## Why we carried out this inspection

We carried out a desk top review of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The review was planned to check whether the provider had completed the improvements identified during the comprehensive inspection carried out in October 2014. The checks made were to ensure the provider was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008. We reviewed the practice against one of the five questions we ask about services: is the service safe?

## How we carried out this inspection

This inspection was carried out as a desk based follow up review. The practice was contacted and a request was made to submit evidence to show that the practice had completed the improvements identified during their comprehensive inspection carried out in October 2014 to demonstrate that the required improvements had been implemented. A range of information was discussed with the practice manager and GP, submitted by the practice and reviewed by the CQC Inspector.

# Are services safe?

## Our findings

### Overview of safety systems and processes

At the inspection undertaken in October 2014 we identified some concerns in relation to staffing and recruitment checks. Following the inspection, the practice submitted an action plan to provide details of what they had done to show improvements with the recruitment checks for staff.

The practice is rated as good for providing safe services. Improvements had been made to the recruitment process and staff checks carried out as part of that process. An updated action plan submitted in June 2016 showed that a new practice manager had been recently employed. They had systematically sorted the checks and training of all the staff and reviewed the practices recruitment arrangements.

Since the last inspection the practice had employed six new staff members. Their roles had been risk assessed and appropriate checks had been carried out. Staff members were not acting as chaperones until the practice had received full Disclosure and Barring Service (DBS) clearance. Since the last inspection the practice had twenty-three new locums working at the practice. The practice ensured that all appropriate checks such as DBS checks were in place prior to their working sessions. The practice had updated their recruitment policy to ensure that it was in line with the requirements of regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, and to ensure necessary employment checks were in place for all staff including risks assessments where relevant. They had carried out all required employment checks to ensure staff were recruited safely.