

# Dr M Keersmaekers & Partners

## Inspection report

Harley Street  
Hanley  
Stoke On Trent  
ST1 3RX  
Tel: 01782268365  
[www.harleystreetmedicalpractice.org.uk](http://www.harleystreetmedicalpractice.org.uk)

Date of inspection visit: 26 July 2023  
Date of publication: 18/08/2023

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 Dr M Keersmaekers & Partners on 26 July 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

At the last inspection on 25 May 2022, we rated the practice as requires improvement overall, because the provider needed to ensure care and treatment is provided in a safe way to patients, and to establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

At this inspection, on 26 July 2023, we found that the areas previously regarded as requires improvement had improved.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr M Keersmaekers & Partners on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection.**

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

The inspection focus:

- The key questions inspected were safe, effective, caring, responsive and well led.
- Areas followed up including any breaches of regulations or 'shoulds' identified in our previous inspection.

## **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 shorter site visit;
- Staff questionnaires; and
- Feedback from stakeholders.

# Overall summary

## Our findings

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

- what we found when we inspected
- 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 provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff treated with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Take action to improve the uptake of cervical screening and childhood immunisations for those aged 5 years.
- Continue to monitor and review the effectiveness of the electronic searches of patients with the potential for a missed diagnosis of diabetes and the processes to act on historic Medicines and Healthcare products Regulatory Agency (MHRA) alerts.

**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 Health Care

## 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 Dr M Keersmaekers & Partners

Dr M Keersmaekers & Partners is located in Hanley, Stoke On Trent at:

Harley Street

Hanley

Stoke On Trent

ST1 3RX

The practice is situated within the Staffordshire and Stoke On Trent Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of 9,110. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices: Hanley, Bucknall & Bentilee Primary Care Network (PCN).

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest decile (1 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 15.8% Asian, 3.4% Black, 2.6% Mixed, 1.4% Other and 76.8% White.

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

There is a team of 3 GP partners, a salaried GP and a retained GP, who provide cover which equated to the whole time equivalent of 3.5 GPs. The practice has a lead nurse and practice nurse who provide nurse-led clinics for long-term conditions and a healthcare support worker. The clinical team includes a physician associate and a physician associate trainee. The practice manager/partner provides managerial oversight supported by staff with specific extended role responsibilities. The clinical and management staff are supported at the practice by a team of reception, data clerks, secretarial and administration staff. The practice is a training practice and provides support for Foundation Year 2 medical students, GP trainees, and PA trainees.

The practice is open between 8am to 6.30pm Monday to Friday. The practice updates their availability on a weekly basis including information on the practice website. They offer a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided via NHS 111.

Enhanced access is provided locally by the Primary Care Networks and practice reception staff arrange these appointments with patient consent as the enhanced access practitioners require access to patient medical records. Enhanced access appointments are held at various clinics:

- Haywood Hospital, High Lane, Burslem, Stoke-on-Trent, ST6 7AG
- Leek Moorlands Hospital, Ashbourne Road, Staffordshire, ST13 5BQ
- Bradwell Hospital, Talke Road, Chesterton, Newcastle-under-Lyme, ST5 7NJ
- Longton Cottage Hospital, Upper Belgrave Road, Longton, Stoke-on-Trent, ST3 4QX

Further information can be found on the practice website: [www.harleystreetmedicalpractice.org.uk](http://www.harleystreetmedicalpractice.org.uk)