

Civic Medical Centre

Inspection report

Civic Way
Bebington
Wirral
Merseyside
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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 location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Civic Medical Centre on 5 March 2019 as part of our inspection programme.

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 have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There was equipment and medicines for use in emergencies and these were checked and documented. Staff were trained in care and treatment of medical emergencies and in how to recognise symptoms when people's conditions become severe, such as in sepsis.
- Blank prescriptions were logged in and out for use at the practice, however they were left overnight in printers and in unattended rooms.
- Patients received effective care and treatment that met their needs. We saw that clinicians treated and cared for patients in line with current best practice guidelines and legislation.

- The practice understood the needs of its patients' population and delivered care and treatment tailored to the individual's needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. Feedback from patients was consistently positive about care, treatment and access at this practice.
- The practice organised and delivered services to meet patients' needs. 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-centre care. There was evidence of quality improvement that included audit and which demonstrated outcome improvements. However, there was no formal audit programme based on national, local and service priorities.

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

- Review the frequency of fire evacuation drills to ensure they are carried out six monthly.
- Review the security of printer prescription pads in the practice to ensure they are safe at all times.
- Implement an audit programme/plan that is based on national, local and practice priorities.

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

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

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a practice manager advisor.

Background to Civic Medical Centre

Civic Medical Centre is located in a purpose-built healthcare centre in Bebington, Wirral. The location of the practice supports easy access with good transport links, car parking facilities and is accessible to those with limited mobility.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity services, surgical procedures and treatment of disease, disorder or injury.

Civic Medical Centre is situated within the Wirral Clinical Commissioning Group (CCG) and provides services to 9,856 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The group practice has five GPs, three male and five female. It registered with the CQC in December 2013. *The practice employs GPs, nurse practitioners, practice nurses, healthcare assistants, practice manager and reception and administration staff. The practice is a training practice which supports trainee GPs and medical students.*

The practice population age profile is in common with national averages. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Living in areas of high deprivation could have a negative effect on a person's health (such as higher incidences of disease and multiple morbidity) and add pressures to primary care services.