

# The Health Centre Surgery

## Inspection report

The Halewood Centre  
Halewood  
Liverpool  
L26 9UH

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Date of inspection visit: 17/07/2019  
Date of publication: 23/08/2019

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?

Requires improvement 

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 The Health Centre Surgery on 17 July 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.

We rated the practice as **requires improvement** for providing safe services because:

The recruitment processes did not ensure that appropriate checks were undertaken prior to the employment of staff.

We rated the practice as **good** for providing caring, effective, responsive and well-led services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- There was good communication between staff, staff felt well supported, there was a commitment to improving the service and the practice responded to feedback from patients and other stakeholders.

We rated the population groups as good.

The areas where the provider **must** make improvements are:

- Systems and processes must be in place to ensure specified information is available regarding each person employed.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Ensure that they continue to monitor patients with long-term conditions, cancer and poor mental health to ensure that improvements are demonstrated in the number of patients receiving reviews of care.
- Review the system for ensuring alerts are placed on the records of vulnerable adults and family members of children where risks to their welfare have been identified.
- Document
- Monitor the system to ensure vulnerable patients have attended their appointments when a two-week rule referral has been made.
- Formalise the system for reviewing the practise of clinical staff to ensure consultations, referrals and prescribing are appropriate.
- Provide formal training to all staff in the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DoLS).
- Publicise services for carers on the practice's website.

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

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC inspector and the team included a GP specialist advisor.

## Background to The Health Centre Surgery

The Health Centre Surgery is located in The Halewood Centre in Halewood, Liverpool. This is the first inspection of this provider following its registration with the Care Quality Commission. The new registration has been as a consequence of a change of provider. The provider is Dr Maria Del Carmen Simo-Garcia who is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The Health Centre Surgery is situated within the NHS Knowsley Clinical Commissioning Group (CCG) and provides services to 5,060 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a GP who works at the practice. There is also a salaried GP and a practice nurse. The practice has

a vacancy for a GP or an advanced nurse practitioner. Regular locum GPs are used to cover clinical staffing shortfalls. Clinicians are supported by a practice manager, reception and administrative staff. A self-employed pharmacist was also working at the practice. The practice provided training to fourth year medical students.

The National General Practice Profile states that 96% of the practice population is from a white background. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years compared to the national average of 79 years. Female life expectancy is 83 years compared to the national average of 83 years. The majority of patients are within the aged 15 – 64 age group.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed  The registered person had not ensured that all the information specified in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was available for each person employed. In particular: information to confirm identity, references and to demonstrate on-going checks of professional registration.
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	