

Abingdon Family Health Care Centre

Inspection report

361-365
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Liverpool
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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 Abingdon Family Health Centre on 12 December 2019 as part of our inspection programme. This was the practice first inspection since their new registration in November 2018.

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 had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment.

- The practice identified patients who may need extra support and directed them to relevant services. Staff worked together and with other organisations to deliver effective care and treatment.
- Staff treated patients with kindness, respect and compassion. Feedback from patients was extremely positive about the way staff treated people.
- The practice understood the needs of its local population and had developed services in response to those needs.
- Leaders demonstrated that they understood the challenges to quality and sustainability.
- The practice had a culture which drove high quality sustainable care.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- The practice had a proactive Patient Participation Group (PPG) and this was well supported by the leadership team.
- There were clear and effective processes for managing risks, issues and performance.

The areas where the provider **should** make improvements are as follows. The provider should:

- Continue to review and monitor the data that falls below the Clinical Commissioning Group (CCG) and national averages.

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

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 advisor.

Background to Abingdon Family Health Care Centre

Abingdon Family Health Centre is located at 361-365 Queens Drive, Walton, Liverpool, L4 8SJ. The surgery is based in the centre of Liverpool city centre, has good transport links and there is a pharmacy located nearby.

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.

Abingdon Family Health Centre is part of the Liverpool Clinical Commissioning Group (CCG) and provides services to 3,500 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 provider is a partnership consisting of two GP partners. The practice employs a practice nurse, practice manager and several administration staff.

The National General Practice Profile states that 3.5% of the practice population is from a BME background. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice provides single storey ground floor facilities accessible to disabled patients. The facilities include toilet, waiting area, private consulting / treatment rooms. Car parking is available at the rear of the practice.

Out of hours services are provided by Primary Care 24.