

Grove House Practice

Inspection report

St Paul's Health Centre
High Street
Runcorn
WA7 1AB
Tel: 01928566561
www.grovehouse.co.uk

Date of inspection visit: 15 November 2023
Date of publication: 05/01/2024

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

Requires Improvement



Are services safe?

Good



Are services effective?

Requires Improvement



Are services caring?

Good



Are services responsive to people's needs?

Requires Improvement



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Grove House Practice on 15 November 2023. Overall, the practice is rated as Requires Improvement.

The key question ratings are as follows:

Safe - Good

Effective – Requires Improvement

Caring - Good

Responsive – Requires Improvement

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Grove House Practice on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. We inspected all of the key questions as part of this 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 site visit.

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:

Overall summary

We rated the provider as **good** for providing safe services. This was because:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- Staff had the information they needed to deliver safe care and treatment.

We rated the provider as **requires improvement** for providing effective services. This was because:

- Patients prescribed medicines that required monitoring and those with long-term conditions were not always receiving appropriate monitoring or reviews, to ensure their treatment was optimised in line with national guidance.

We rated the provider as **good** for providing caring services. This was because:

- Staff treated patients with kindness and respect.
- Staff helped patients to be involved in decisions about their care and treatment.

We rated the provider as **requires improvement** for providing responsive services. This was because:

- The results of the most recent General Practice Patient Survey highlighted a number of areas for improvement.

We rated the provider as **good** for providing well-led services. This was because:

- There was compassionate and inclusive leadership at all levels.
- There was evidence of systems and processes for learning, continuous improvement and innovation.

We found one breach of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

We also found that the provider **should**:

- Take action to improve the uptake of childhood immunisations and cervical cancer screening.
- Continue to work towards improving the areas identified in the General Practice Patient Survey.

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 with a second inspector. 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 Grove House Practice

Grove House Practice is located in Runcorn at:

St Paul's Health Centre,

High Street,

Runcorn,

Cheshire

WA7 1AB

The practice has a branch surgery at:

Heath Road Surgery,

78 Heath Road,

Runcorn

Cheshire

WA7 5TJ

The provider 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 practice is situated within Cheshire and Merseyside Integrated Care Board and delivers General Medical Services (GMS) to a patient population of approximately 14,556 patients. This is part of a contract held with NHS England.

Locally, the practice is part of a wider network of 6 GP practices called a primary care network (PCN) in the Runcorn Primary Care Network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (3 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 98% White, 0.7% Asian, 1% Mixed, 0.2% Black and 0.1% Other. The age distribution of the practice population closely mirrors the local and national averages. There are approximately 7,022 female patients and 7,534 male patients registered at the practice. Life expectancy for females is 81.6 years and 77.7 years for males.

There is a team of 3 male and 11 female GPs who provide cover at the practice. This consists of 6 GP partners and 8 salaried GPs. Additionally, the practice employs 2 advanced nurse practitioners, 2 senior practice nurses, 2 practice nurses, 1 health care assistant, 1 trainee nurse associate and 3 GP assistants.

The clinical team is supported by a practice management team that consists of 1 business manager, 1 practice operations manager, 1 finance administrator, 1 business administrator, 1 care coordinator, 1 team leader performance, 1 clinical secretary, 5 information analysts, 1 practice medicines coordinator, 1 script clerk, 1 reception manager, 2 senior receptionists, 1 scanner and 15 receptionists.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, advance appointments, face to face, telephone consultations and online.

Extended access appointments are available at the practice from 7am to 8am on a Tuesday, Wednesday and Thursday morning. Late evening and weekend appointments are provided by the Runcorn GP Extra service for routine GP, advanced nurse practitioner, practice nurse and phlebotomy appointments Monday to Friday from 6:30pm to 8:30pm and on Saturdays from 9am to 5pm.

Out of hours services are provided locally by Primary Care 24 Limited.

The Surgery is an approved training practice for the training of General Practice Registrars (GPRs).

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment <ul style="list-style-type: none">• Our searches and review of the clinical records found care to patients was not always being delivered in line with best practice guidance.• The system for monitoring patients was not always effective as some patients were overdue recall for monitoring checks and patients prescribed medicines that required monitoring were not always receiving this on time.• Patients requiring high dose steroid treatment for severe asthma episodes were not always followed up in line with national guidance to ensure they received appropriate care.