

Dr Maassarani and Partners

Inspection report

Towerhill Primary Care Resource Centre
Ebony Way, Kirkby
Liverpool
L33 1XT
Tel: 01512444010

Date of inspection visit: 18 January 2024
Date of publication: 08/03/2024

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an unannounced focused inspection at Dr Maassarani and Partners on 18 January 2024. We did not award a rating as we did not inspect the whole of the domains.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Maassarani and Partners on our website at www.cqc.org.uk

Why we carried out this inspection

This was a focused inspection following information of concern being received by the Care Quality Commission. We looked at specific information in the following key questions:

- Safe
- Effective
- Well-led

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:

- 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 short site visit.
- Interviews with staff.

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 had merged with another practice since our last inspection and there were interim arrangements within the management structure for the practice.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Further work was required to embed governance systems and oversight of risk into everyday practice.
- Staff supervision and appraisals had not always been completed and a plan was in place to address this.

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

- Take action to improve systems for support, supervision and appraisals for staff.

Overall summary

- Take action to improve feedback from patients.
- Continue to improve the uptake of cervical cancer screening and childhood immunisations.
- Continue to improve the culture within the practice following the merger and vacant management posts.

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 Maassarani and Partners

Dr Maassarani and Partners is located in Liverpool at:

Towerhill Primary Care Resource Centre

Ebony Way

Kirkby

Liverpool

Merseyside

L33 1XT

The practice has a branch surgery at

Melling Surgery

82-84 Waddicar Lane

Melling

Liverpool

Merseyside

L31 1DY

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

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

The practice is situated within the Cheshire and Merseyside Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 16000. This is part of a contract held with NHS England.

Dr Maassarani and Partners is part of a larger federation, of practices called Primary Care Knowsley. This is a federation of 5 locations registered with CQC (comprising 11 practices) in the borough of Knowsley. The registered manager for this practice is also the registered manager for the 11 practices. Practice managers are in place at the practices. The registered manager is also assisted by three governance and quality support staff.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is the lowest decile (one 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 0.7% Asian, 96.5% White, 0.8% Black, 1.5% Mixed, and 0.5% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of GPs who provide cover at both practices. The practice also has a team of nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The GPs are supported at the practice by a team of reception/administration staff. The interim operations manager provides managerial oversight of the practice and reports to the registered manager.

The main practice at Towerhill is open between 8 am to 8 pm Monday and Tuesday and 8am to 6.30pm on a Wednesday, Thursday and Friday. The branch practice at Melling is open 8am to 8pm Monday, 8am to 6.30pm Wednesday and Thursday and closed Tuesday and Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the practice on Monday and Tuesday evening. Out of hours services are provided by NHS 111.