

Drs Green, Broadbelt and Majeed

Inspection report

Vittoria Medical Centre
Vittoria Street
Birkenhead
Merseyside
CH41 3RH

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<http://www.vittoriamedicalcentrewirral.nhs.uk>

Date of inspection visit: 19 March 2019

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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Drs Green Broadbelt and Majeed, Vittoria Medical Centre on 19 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 requires improvement overall and requires improvement for all population groups.

We rated the practice as good for providing effective, caring and well led services.

We found:

- The practice had some safe systems and practices in place such as those in respect of safeguarding people from abuse, prevention and control of infections, safe recruitment of staff and management of health and safety risks.
- There was equipment and medicines for use in emergencies and these were checked and documented. However, we found some equipment in GP bags that had not been serviced or calibrated as required.
- Blank prescriptions were logged in and out for use at the practice, however they were left in printers overnight and in unused 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 very 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 person-centre care. There was evidence

of clinical and internal audits being undertaken which demonstrated outcome improvements. However, there was no formal audit programme based on national, local and service priorities.

The overall rating for this practice was requires improvement due to concerns in providing safe and responsive care, these areas affected all population groups so we rated all population groups as requires improvement.

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

- The practice did not have appropriate systems in place for the safe management of medicines. This was in respect of the monitoring of prescribed high-risk medicines and acting in accordance with patient safety alerts related to medicines.

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

- Complaints were not responded to effectively and appropriate action was not taken in response to issues raised by the complainant.
- Communication with the complainant did not include information about possible learning from the event or information about how the patient could escalate the complaint if they were dissatisfied with the outcome of the investigation.

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

- Ensure that care and treatment is provided in a safe way, in particular, management of high risk medicines.
- Establish effective systems and processes to ensure complaints are handled and responded to in accordance with the fundamental standards of care.

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

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

- Review the practice's systems for checking and monitoring equipment considering relevant guidance and ensure that all equipment is maintained, in particular, equipment held by GPs in their bags.

Overall summary

- Review the security of NHS prescription pads in the practice clinical areas and ensure there are systems in place to keep them safe.
- Develop and implement a protocol for the checking of prescriptions waiting to be collected to ensure they were not left without investigation for too long.
- Develop an audit programme/plan that is based on national, local and practice priorities.
- Continue to monitor and actively improve prescribing of antibiotics and hypnotics.

- Review the system and process for receiving information about non-attenders at secondary care appointments, including children.
- Continue to monitor and actively encourage the uptake of cervical screening for eligible women.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

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

Background to Drs Green, Broadbelt and Majeed

Drs Green, Broadbelt and Majeed is located at Vittoria Medical Centre, Vittoria Street, Birkenhead, CH41 3RH. The practice is situated in a purpose-built health centre shared with another practice and with an independent pharmacy located next door. The practice is part of a local wider network of GP practices. There are good transport links with rail and bus links nearby.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures, and treatment of disease, disorder or injury.

The practice provides NHS services through a General Medical Services (GMS) contract to 4,800 patients.

The practice has one male GP and three female GPs, a practice manager, assistant practice manager, practice nurses, administration and reception staff.

Standard appointments are 10 minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Patients who have previously registered to do so may book appointments online. The provider can carry out home visits for patients whose health condition prevents them attending the surgery.

The practice is open from 8am – 6.30pm Monday – Friday. The CCG has commissioned an extended hours service, which operates between 6.30pm and 8pm on weeknights and on Saturdays at “Hub” locations across the area. Patients may book appointments with the service by contacting the practice.

Patients can book appointments in person, via the telephone or online. The practice provides telephone consultations, pre-bookable consultations, urgent consultations and home visits. The practice treats patients of all ages and provides a range of primary medical services.

The practice does not provide out of hour's services, these are covered by the area GP Out of Hours service and are accessible by calling NHS 111.

The practice is part of Wirral Clinical Commissioning Group (CCG) and is situated in an area of high deprivation. The practice population is made up of a mostly working age population. A large number of the practice population has a long-standing health condition (68%) and there is a higher than national average number of unemployed patients. The practice has a number of patients that are vulnerable in different ways such as frail and elderly, alcohol and substance misuse and vulnerable children and adults.

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 Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>The provider had failed to ensure the proper and safe management of medicines and mitigation of associated risks;</p> <p>Medication reviews of high risk medicines were not carried out as required. medication safety alerts had not been acted upon as required.</p> <p>This was in breach of Regulation 12 (1) and 12 (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 16 HSCA (RA) Regulations 2014 Receiving and acting on complaints</p> <p>How the regulation was not being met:</p> <p>Complaints received had not been investigated and acted on appropriately.</p> <p>Information was not made available to complainants about how to take action if they are not satisfied with how the provider/manager responds to their complaint or if they wish to escalate to other bodies</p> <p>This was in breach of Regulation 16 (1) and 16 (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>