

# Colby Medical Centre Ltd

## Inspection report

The Bluebell Centre  
Blue Bell Lane  
Liverpool  
Merseyside  
L36 7XY  
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Date of inspection visit: 19 September 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

Good 

Are services responsive?

Good 

# Overall summary

We carried out an announced comprehensive inspection of Colby Medical Centre on 12 September 2018 as part of our inspection programme. The overall rating for the practice was good, however the practice was rated as requires improvement for providing responsive services. The full comprehensive report on the September 2018 inspection can be found by selecting the 'all reports' link for Colby Medical Centre on our website at [\[link\]](#), along with previous reports that have been undertaken.

This inspection was carried out as a desk based focussed inspection on 19 September 2019 to confirm that the practice had carried out their plans to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 12 September 2018. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

Overall the practice is now rated as Good.

Our key findings were as follows:

- The practice had revised the complaints policy and procedures.
- The policy now includes reporting and responding to all complaints. Complaints were identified and reported as different grades/tiers. This included grumbles, complaints – low risk, and complaints - high risk (which may lead to significant event reporting and analysing).
- Staff meetings demonstrated the whole team met to identify, discuss, analyse and respond to complaints.
- A responsible person for complaints had been identified.
- Staff have been made aware of the new policy and have all had training in complaints identification and handling.
- The practice had liaised and discussed complaints with the CCG in order to share and learn from complaints with other practices in the area.
- There was evidence of review of complaints and of identifying trends (e.g. prolonged waiting times). The

practice carried out a review and audit of waiting times and acted on the trends identified to improve. Initiatives for improvement included: rearrangement of schedules, increased on the day appointments, telephone consultations and eConsult.

- The practice had produced an information leaflet specifically for complaints and feedback. The practice information leaflet had been revised to include information on complaints. The website had been updated to include specific information regarding complaints and posters and information leaflets were available in the practice.

The provider had acted on the recommendations made at the last inspection. This included:

- All staff had been trained in the signs, symptoms and how to deal with patients with suspected sepsis. Posters and information leaflets were available for patients and the public about sepsis, what to look for and what to do in the event of concerns.
- The revised incident policy had been issued to all staff who had acknowledged receipt and understanding of the policy. Meetings included discussion around incidents, reporting and analysing of them.
- A checklist had been implemented for use for recruitment and performance management of all staff including locum staff.
- A practice risk assessment had been completed and regularly reviewed. A member of staff had undergone training and was supported by the external health and safety provider to assess practice, patient and staff risks.
- Emergency equipment and oxygen was reviewed 2 monthly to ensure access and availability was safe.

**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**

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Colby Medical Centre Ltd

Colby Medical Centre is managed by Colby Medical Centre Ltd and is registered with the Care Quality Commission to provide primary care services. The practice is situated at The Blue Bell Centre Blue Bell Lane, Liverpool, L36 7XY.

The practice is part of the Knowsley Clinical Commissioning Group and holds a primary medical services (PMS) contract.

This inspection was to follow-up on areas of concern from the previous inspection.

The practice is registered for the following regulated activities:

- Diagnostic and screening procedures
- Maternity and midwifery services
- Treatment of disease, disorder or injury

The practice has a register of 2,355 patients. 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 is run by a nurse clinician and GP partner. There is also an advanced nurse practitioner employed. The practice also employs a regular locum doctor when required.

The clinical team are supported by a practice manager, a business manager, administration and reception staff.

The practice is open 8am to 6.30pm Monday to Friday. Extended hours are available until 8pm each Wednesday. Urgent appointment slots are also reserved each day. Patients can access evening and weekend appointments with doctors at a nearby clinic, this is part of a special arrangement for patients in the local area.

When the practice is closed patients are directed to contact NHS111 or attend the local walk-in centre.