

# Abercromby Family Practice

## Quality Report

Grove Street

Edge Hill

Liverpool

L7 7HG

Tel: 0151 2953888

Website: [www.abercrombyfp.nhs.uk](http://www.abercrombyfp.nhs.uk)

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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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 8 October 2015. A breach of legal requirements was found. In addition, we found the practice required improvement for providing services for patients experiencing poor mental health. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to:

- Regulation 18 HSCA (RA) Regulations 2014 Staffing.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements and had made improvements for providing services for patients experiencing poor mental health. This report only covers our findings in relation to

those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Abercromby Family Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection. Members of staff were up to date with, or had training dates arranged for their mandatory training. New locum induction packs and supervision systems had been introduced.
- Since the last inspection, the practice had developed new ways of working to share information and arrangements for reviews for patients experiencing poor mental health by engaging with local mental health teams.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services. The practice had addressed the issues identified during the previous inspection. Members of staff were up to date with, or had training dates arranged for their mandatory training. New locum induction packs and supervision systems had been introduced.

**Good**



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### **People experiencing poor mental health (including people with dementia)**

The practice is rated as good for providing services for people experiencing poor mental health. At our previous inspection on 8 October 2015, we identified that improvements were required to improve services for this population group.

Since the last inspection, the practice had developed new ways of working to share information and arrangements for reviews for patients who did not attend the practice by engaging with the local mental health team. The practice had previously reviewed 52% of its patients and this had increased to 66% at this inspection. The practice was in the process of implementing new systems to recall patients for their annual reviews.

All staff had received training about the Mental Capacity Act 2005 and GPs had received additional training about depression.

**Good**



# Abercromby Family Practice

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

a CQC Lead Inspector.

## Background to Abercromby Family Practice

Abercromby Family Practice is situated in a purpose built health centre, located in a deprived area of Liverpool. There were 5941 patients on the practice list at the time of our previous inspection and the practice serves patients from a diverse range of nationalities, including Arabic, Somalian and Cantonese.

The practice is a training practice managed by three GP partners. There are also two salaried GPs, a GP locum and three GP Registrars. There is a practice nurse and a clinical support worker. Members of clinical staff are supported by the practice manager and an assistant manager, reception and administration staff.

The practice is open 8am to 6.30pm every weekday but is closed once a month on a Thursday afternoon for staff training. Appointments with GPs are available from 8.30am to 11.30am and 3.30pm to 5.30pm. In addition, the practice offers early and later appointments with the practice nurse and health support worker on Monday, Wednesdays and Thursdays from 8.15am to 12pm and from 1.30pm to 6pm.

Patients requiring a GP outside of normal working hours are advised to contact NHS 111 who triage calls and refer onwards if necessary to the GP out of hours service, provided by Urgent Care 24. The practice has a General Medical Services (GMS) contract and an enhanced services contract which includes delivery of all childhood vaccinations.

## Why we carried out this inspection

We undertook an announced focused inspection of Abercromby Family Practice on 21 March 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 8 October 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe? This is because the service was not meeting a legal requirement. We also asked for updates on improvements made for providing services for patients experiencing poor mental health.

## How we carried out this inspection

The inspector :-

- Reviewed information sent to us by the provider.

# Are services safe?

## Our findings

At our previous inspection on 8 October 2015, we identified some concerns regarding the lack of supervision and induction for locum GPs and training for GPs.

We requested information from the practice and reviewed the evidence supplied which demonstrated:-

- The practice had updated its 'Locum appointment, induction and supervision' policy in February 2016.
- The practice had begun to implement supervisory sessions for locum GPs.
- The practice had produced a new 'GP welcome and information pack' for locum GPs. The information pack contained important information about the practice, for example where emergency medication and equipment was stored and contacts for local safeguarding teams.
- All members of staff were up to date or had training dates arranged for their mandatory training.