

# Cornerways Medical Centre Ltd

## Inspection report

North Huyton Primary Care Resource Centre  
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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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Cornerways Medical Centre on 27 February 2019 in response to monitoring data and information from a stakeholder which raised concerns about staff numbers and skill mix.

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 good overall and good for all population groups.**

We rated the provider as **good** for providing safe, effective, caring, responsive and well-led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs. There sufficient numbers of suitably trained and experienced clinical and managerial staff. The provider had reviewed front-of-house staffing and additional reception and administration staff were being employed to ensure the needs of staff and patients were met.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- The practice was managed by a management leadership team which included professional finance, marketing and communication and quality assurance personnel. This team had developed an infrastructure which supported innovative ways of working; promoted sustainable improvements and high-quality care in all outcome areas.
- One example of innovation is that the provider had developed a charity linked to the practice which worked with local voluntary organisations, to develop and provide services that could help prevent illness caused by debt, social isolation and other non-medical issues. The practices in the group could refer patients directly into these services.
- The culture of the practice meant all stakeholders, including hard to reach groups could access the service or participate in planning changes.

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

- Review the response to public comments made on the NHS Choice website.
- Review how mentoring for advanced nurse practitioners.
- Review the readiness of information about the immunisation status and medical indemnity cover of staff.

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

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

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to Cornerways Medical Centre Ltd

Cornerways Medical Centre is an independent practice that works collaboratively with other practices within the 'Maassarani Group'. The practice occupies part of the North Huyton Primary Care Resource Centre. The surgery has good transport links and a pharmacy shares the building.

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

The practice provides a range of primary medical services including examinations, investigations and treatments and a number of clinics such as Ante-natal; well-baby; diabetes and asthma.

Cornerways Medical Centre is situated in the Knowsley Clinical Commissioning Group and provides services to approximately 9300 patients under a general medical services (GMS) contract.

The provider was registered with the CQC in November 2011. The clinical team employed were: three full-time GPs (two males and one female); one part-time salaried GP (male); one full-time practice nurse (female); two advanced nurse practitioners (female) and a health care assistant (female).

There were average number of patients in each patient age groups. The National General Practice Profile states that 2.7% of the practice population is from a black minority ethnic background. 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.