

Aston Healthcare Limited

Inspection report

Manor Farm Road
Liverpool
L36 0UB
Tel: 01514801244

Date of inspection visit: 23 September 2021; 27
September 2021; 28 September 2021 & 6 October
2021
Date of publication: N/A (DRAFT)

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?	Requires Improvement	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection/review (delete as appropriate) between 27 September 2021 and 6 October 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring – Requires Improvement

Responsive - Good

Well-led - Good

Following our previous inspection on 13 November 2019, the practice was rated Requires Improvement overall and for providing safe, caring, effective and well led services. The practice was rated Good for providing responsive services.

Why we carried out this inspection/review (delete as appropriate)

This inspection was a comprehensive follow-up of information and included a site visit inspection to follow up on:

At the previous inspection the practice was in breach of Regulation 17 Good Governance. In particular systems for managing incidents were weak, systems for collecting and learning from audits and data were not in place, communication between senior managers was poor and communication between managers and operational staff was ineffective. Systems in place did not promote the safety and well-being of patients.

Areas followed up also included the recommendations made at the previous inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for Aston Healthcare Limited on our website at www.cqc.org.uk

How we carried out the inspection.

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspection differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visits
- Collaboration with Healthwatch Knowsley to seek patient feedback

Overall summary

- Telephone conference with patients
- Written feedback from staff completing CQC staff questionnaire templates.

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 have rated this practice as Good overall

We found that:

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. However, the provider needs to seek ways of improving patient satisfaction feedback scores.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality care.

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

- Ensure record keeping audits identify the actions needed to improve when results identify deficits.
- Ensure action is taken to improve uptake of childhood immunisation.
- Ensure action is taken to improve uptake of cervical screening.
- Ensure health promotion discussions take place and are documented in keeping with best practice guidance, especially for people who are pre-diabetic.
- Continue to work closely with the Patient Participate groups to increase positive feedback from patients.

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 who spoke with staff using video conferencing facilities and undertook a site visit and a GP specialist advisor who completed clinical searches, clinical records reviews and who undertook video conference interviews without visiting the location.

The team also included a team inspector who undertook visits to two branch practices to review the facilities.

Background to Aston Healthcare Limited

Aston Healthcare Ltd is located at

Manor Farm Medical Centre

Manor Farm Road,

Liverpool,

Merseyside.

L36 0UB.

There are six practices, the main practice is at Manor Farm Medical centre, the registered location, and five additional branches.

The branch surgeries are:

Camberley Medical Centre,

Camberley Drive,

Halewood,

Liverpool

L25 9PS.

Gresford Medical Centre,

Pilch Lane,

Liverpool

L14 0JE.

Knowsley Medical Centre,

Frederick Lunt Avenue,

Knowsley,

L34 0HF.

Halewood Resource Centre,

Roseheath Drive,

Halewood,

Liverpool

L26 9UH.

Whiston Primary Resource Centre,

Old Colliery Road,

Liverpool,

L35 3SX.

We visited the main site and two branch surgeries. The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice provides NHS services through a General Medical Services (GMS) contract to 25,599 patients. The practice is part of the Knowsley Clinical Commissioning Group (CCG).

The registered manager for the practice is the Governance lead for the service.

The practice is registered at Companies House.

The management team has 12 officers including the GP partner and non-clinical managing partner, the Director of Governance, the clinical director and the lead prescribing pharmacist.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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 98% white and 2% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of eight whole time equivalent WTE GPs who provide cover at all practices. The practice has a team of seven nurses including advanced nurse practitioners and there are plans to provide clinics for patients with long-term conditions at all sites. The GPs are supported at the practices by teams of reception/administration staff. The practice managers and assistant practice managers are based at the main and branch locations to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended Access is provided by the practice between 7am and 6.30pm to 8pm Monday to Friday. Out of hours is provided by NHS 111.