

# Bluebell Lane Medical Practice

## Inspection report

Blue Bell Lane  
Liverpool  
L36 7XY  
Tel: 0151 4891422  
[www.bluebelllanemedicalpractice.nhs.uk](http://www.bluebelllanemedicalpractice.nhs.uk)

Date of inspection visit: 17 April 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 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 Bluebell Lane Medical Practice on 17 April 2019 as the practice was newly registered with the CQC in May 2018 and in line with our inspection schedule.

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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Systems were in place to ensure 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.
- 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 high-quality, person-centre care. The practice had access to an independent management leadership team which included professional finance; marketing and communication and quality assurance personnel. This team had developed an infrastructure which would support innovative ways of working when fully embedded. The leadership style and actions promoted sustainable improvements and high-quality care in all outcome areas.

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

- Review the accessibility of oxygen for use in an emergency.
- Consider directly acknowledging comments left on public websites.
- Review feedback from all sources of information about the service.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## 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 Bluebell Lane Medical Practice

Bluebell Lane Medical Practice is located at Bluebell Centre, Bluebell Lane, Liverpool, L36 7XY. The surgery has good transport links and there is a pharmacy on site.

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.

Bluebell Lane Medical Practice is situated within the Knowsley Clinical Commissioning Group (CCG) and provides services to 4,231 patients under the terms of a primary medical services (PMS) contract.

The provider registered with the CQC in May 2018. The practice employs a regular female GP, an advanced nurse specialist, a practice nurse and health care assistant. The clinical staff are supported by a practice manager who

manages a team of administrators; data in-putters and receptionist. The practice employs a clinical pharmacist. Bluebell Lane medical Practice is an independent practice that works collaboratively with other practices in the local vicinity and practices within the 'Maassarani Group'.

The practice age distribution profile was in line with the local averages. Information published by Public Health England, rated the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 80 years compared to the national average of 83 years.