

# Wibsey and Queensbury Medical Practice

## Inspection report

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Date of inspection visit: 22 Jan to 22 Jan 2020

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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.

# Overall summary

We carried out an announced focused inspection at Wibsey and Queensbury Medical Practice on 2 July 2019. The overall rating for the practice following that inspection was inadequate. We identified breaches of two legal requirements. A requirement notice was issued for one breach and a warning notice for the other. The inspection report for that inspection can be found by selecting the 'all reports' link for Wibsey and Queensbury Medical Practice on our website at .

This inspection was an announced focused inspection, carried out on 22 January 2020 to check whether the provider had taken steps to comply with the legal requirements of the warning notice against Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014, Good governance.

This inspection on 22 January 2020 did not result in any new ratings.

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 found that:

- The provider had complied with the warning notice for Regulation 17 of the Health and Social Care Act 2008, Good Governance.

We saw that:

- There was a system in place to ensure that correspondence relating to patient care was acted upon within appropriate timescales.

- The practice had updated the significant event/incident reporting process to ensure, lessons learned and action taken as a result of the event were clearly documented.
- Staff appraisals had been clearly documented and there was a record in place for future appraisals.
- We saw evidence of clinical and practice wide meetings where information had been discussed and shared.
- Policies and procedures were regularly reviewed and updated.
- The practice had implemented a new process to ensure that all staff were offered appropriate immunisations via the local occupational health department. There was a staff immunisation policy to support this.
- There was a locum policy in place which outlined the various checks that should be carried out prior to employment.
- The practice had implemented safeguarding training records for each staff member, this outlined the level of training required and various options to enable to staff member to reach these requirements.

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

- Continue to monitor and review the new process for handling correspondence relating to patient care.
- Continue to monitor and review the new process regarding staff immunisation and fitness to work confirmation.

**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

The inspection was carried out by a CQC inspector.

## Background to Wibsey and Queensbury Medical Practice

Wibsey and Queensbury Medical Practice is located at Wibsey Medical Centre, Fair Road, Wibsey, BD6 1TD. There is also a branch site, located at Queensbury Health Centre, Russell Road, Queensbury, BD13 2AD. This inspection was carried out solely at Wibsey Medical Centre.

The provider is registered with CQC to deliver the following Regulated Activities;

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

Wibsey and Queensbury Medical Practice is situated within the NHS Bradford Districts Clinical Commissioning Group (CCG) and provides services to approximately 11,191 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering service to the local community.

The service is provided by four GP partners (two male and two female). The GPs are supported by two practice nurses, a full time clinical pharmacist and two health care assistants.

At this inspection the new practice manager was in place. They were supported by a newly recruited patient services manager and a team of reception, administration and secretarial staff.

The National General Practice Profile states that 85% of the practice population is from a White British or Irish origin and a further 10% from an Asian background. The remainder of the population is originating from black, mixed or other non-white ethnic groups.

Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.