

# Broadmead Medical Centre

## Inspection report

59 Broadmead  
Bristol  
BS1 3EA  
Tel: 0117 9549828  
[www.broadmeadmedicalcentre.nhs.uk](http://www.broadmeadmedicalcentre.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 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

**This practice is rated as Good overall.** (Previous inspection 10 April 2018 – Good)

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:  
Effective and Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, Caring and Responsive.

As part of our inspection process, we also look at the quality of care for specific population groups. The population groups are rated as:

Older People – Good

People with long-term conditions – Good

Families, children and young people – Requires Improvement

Working age people (including those recently retired and students) – Good

People whose circumstances may make them vulnerable – Outstanding

People experiencing poor mental health (including people with dementia) – Good

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.

At this inspection, we found:

- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Patients were positive about the quality of service they had experienced.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

We saw an area of outstanding practice:

- The nurse team from the practice had a programme of regular visits to a local hostel and a homeless centre to offer health screening and support people to access local health services.

The areas where the practice should make improvements are:

- Continue to implement ways to improve uptake for reviews of long-term conditions, childhood immunisation and for cancer screening programme.

**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

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor and a practice nurse specialist advisor.

## Background to Broadmead Medical Centre

This service is part of BrisDoc Healthcare Services Limited. BrisDoc is a limited company managed by shareholders all of whom are either GPs from local practices or employed staff of BrisDoc. The Broadmead Medical Centre is an NHS GP practice, located in the centre of Bristol (within Boots The Chemist in Broadmead) and incorporates a nurse lead Walk-In Centre. It was set up in 2009 specifically to meet the needs of the transient population of the city centre including those who were homeless, living in hostels, students and visitors, as well as permanent residents.

Broadmead Medical Centre delivers its services at the following address:

59 Broadmead,  
Bristol,  
BS1 3EA.

Information about the practice can be found on their website at: [www.broadmeadmedicalcentre.nhs.uk](http://www.broadmeadmedicalcentre.nhs.uk)

The opening hours for the practice are 8am to 6.30pm on Mondays and Fridays, 8am - 8pm on Tuesdays to Thursdays and 9am - 1pm on Saturdays.

The GP practice is available for registered patients only however they have a policy of registering patients who are homeless using the practice address.

There are approximately 11,000 patients. The patient demographic is very mixed with a large student population from the University of the West of England. It has a diverse patient group with 33% of people from BME groups. The practice has less than 1% of patients over the age of 75 years, 5% under the age of 14 years and 7% aged between 14 and 18 years old. The majority of patients were in the age range 20 to 59 years. The practice had a yearly turnover of registered patients of approximately 40%.

The practice level of deprivation is the second lowest level of deprivation however there is 2% of the patient population who are homeless who can register at the practice without having a fixed address. They also support patients with drug/alcohol addictions and mental health problems.

The service employs nine part-time salaried GPs (five male and four female), a practice manager, a pharmacist, three registered nurses, two phlebotomist and a nurse associate. The clinical team are supported by dedicated administrative and reception staff onsite and the organisational team based at the BrisDoc headquarters.

The practice is part of the 4YP Bristol which supports access to sexual health support and advice for young people.

Broadmead Medical Centre works closely with the Homeless Health Service to support homeless people in and around Bristol city centre.

The practice provides training opportunities for trainee GPs and nurses.

This service is provided under an Alternative Provider Medical Services (APMS) contract.

Out of Hours services are accessible through the 111-telephone service.

The Walk-In Centre is a nurse led service staffed by experienced nurse practitioners and paramedics, supported by the practice GPs. Staff are trained to assess, diagnose and treat minor illness; there is a nurse led 'sit and wait' service on Monday – Saturday from 8am-8pm

and on Sunday from 11am-5pm. This service is open to the general public. This service is sub-contracted to BrisDoc by the Bristol Community Health Community Interest Company. We inspected both Broadmead Medical Centre and the Walk-in centre as part of this inspection.

The services are registered to provide the following regulated activities:

Maternity and midwifery services

Treatment of disease, disorder or injury

Diagnostic and screening procedures

Family planning