

# The Avicenna Medical Practice

## Inspection report

Barkerend Health Centre  
Barkerend Road  
Bradford  
West Yorkshire  
BD3 8QH  
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[www.avicennamedicalpractice.co.uk](http://www.avicennamedicalpractice.co.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

We carried out an announced comprehensive inspection at The Avicenna Medical Practice on 24 October 2018. The overall rating for the practice was inadequate. We carried out a further focused inspection, on 16 April 2019. This inspection was to review actions taken by the provider in response to the warning notices issued by the Care Quality Commission after the October inspection for breaches of Regulation 12 (Safe care and treatment) and Regulation 18 (Staffing). At the inspection on 16 April 2019, we found that the provider had responded to our concerns and was compliant with regulations 12 and 18.

This inspection carried out on 18 July 2019, was an announced comprehensive inspection of the service which also reviewed in detail the breach of Regulation 17 (Good governance) from October 2018.

**We have rated this practice at this inspection as good overall.**

We rated the population group of working age people as requires improvement because the number of patients accessing cancer screening services remains below national averages.

The report for the April 2019 inspection and previous inspection reports can be found by selecting the 'all reports' link for The Avicenna Medical Practice on our website at .

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- evidence provided to us by the practice

We found that:

- The provider had reviewed and improved the system for the documentation, discussion, review and management of complaints and significant events.

- The required training had been reviewed and completed in line with the practice policy. All staff had now completed child and adult safeguarding training
- The practice had made significant efforts to communicate with their patients and respond to patient feedback. This included surveys and the documentation of verbal complaints and compliments which were reviewed with the team. Outcomes from the 2019 GP patient survey showed improvements in the patient experience.
- Staff at the practice were supported by effective leadership, good communication channels and clear systems and processes.
- A comprehensive audit programme had been developed and the practice was participating in audits both internally and externally. The practice responded to national safety alerts and reviewed patient care and treatment when necessary.

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

- Improve the uptake of cancer screening at the practice including breast, bowel and cervical screening.
- Improve outcomes for patients with diabetes.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by 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 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)	Requires improvement	
People whose circumstances may make them vulnerable	Good	
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 second CQC inspector and a GP specialist advisor.

## Background to The Avicenna Medical Practice

The Avicenna Medical Practice is situated within Barkerend Health Centre, Barkerend Road, Bradford, BD3 8QH and provides services for 7,282 patients. The practice is located within a purpose-built health centre which is easily accessible and has car parking. There are several pharmacies within close walking distance.

The surgery is situated within the Bradford City Clinical Commissioning group (CCG) and provides services under the terms of a primary medical services (PMS) contract. This is a contract between general practices and Bradford City Clinical Commissioning group for delivering services to the local community. The practice website address is: [www.avicennamedicalpractice.co.uk](http://www.avicennamedicalpractice.co.uk).

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

Within the practice population 38% of patients are aged under 18 years of age, (CCG average 31%, national average 21%), with a lower than average number of patients aged over 65, 4%, when compared to the CCG average of 6.3% and the national average of 17.3%.

The National General Practice Profile states that 73% of the practice population is from an Asian background with a further 6% of the population 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 one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Nationally, the average number of times a person visits their GP in a year is five. CCG statistics show that in Bradford City the average number of visits is between nine and 11. People living in more deprived areas tend to have a greater need for health services.

Male life expectancy is 73 years compared to the national average of 79 years. Female life expectancy is 80 years compared to the national average of 83 years.

There are two male GP partners who work at the practice. There is one additional part time salaried GP who is female. In addition, there are three full time advanced practitioners, one male and two female, and two full time trainee advanced nurse practitioners. There are two full time and two part time female nursing staff at the practice which also employs two part time female health

care assistants (HCAs), and two part time pharmacist practitioners (one male, one female). The clinical team is supported by the practice business manager and a team of reception and administration staff.

The reception at The Avicenna Medical Practice is open between 7.30am- 6.30pm Monday to Friday. Appointments are available during morning and afternoon clinics.

The practice is involved with a local GP federation and a primary care network which provides extended hours access appointments seven days per week at three

locations across the CCG. Appointments are available between 6.30pm and 9.30pm on weeknights and from 10am to 1pm at weekends. Patients can be referred to a range of health professionals including GPs, nurses, phlebotomy services and physiotherapists.

Out-of-hours treatment can be accessed by calling the surgery telephone number or contacting the NHS 111 service.

During our inspection we saw that the provider was displaying the previously awarded ratings in the practice and on their website