

# Ashwell Medical Centre

## Inspection report

Ashwell Road  
Manningham  
Bradford  
West Yorkshire  
BD8 9DP  
Tel: 01274495879  
Website: [www.ashwellmedicalcentre.co.uk](http://www.ashwellmedicalcentre.co.uk)

Date of inspection visit: 13 February 2019 to 13 February 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

Requires improvement



Are services safe?

Good



Are services effective?

Good



Are services caring?

Requires improvement



Are services responsive?

Requires improvement



Are services well-led?

Good



# Overall summary

We carried out an announced comprehensive inspection at Ashwell Medical Centre on 13 February 2019.

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 requires improvement overall.** The practice had previously been inspected in February 2015 when it was rated good overall.

We rated the practice as **requires improvement** for providing caring services because:

- Patient satisfaction regarding consultations and their involvement in discussions regarding their care and treatment was significantly below local and national averages.
- The numbers of carers identified and supported by the practice was below 1%.

We rated the practice as **requires improvement** for providing responsive services because:

- Patient satisfaction regarding making and accessing appointments was mixed. Although the practice had introduced improvements to increase access to appointments these still needed to be fully embedded and reviewed for their effectiveness.

These areas affected all population groups so we rated all population groups as **requires improvement**.

We rated the practice as **good** for providing safe, effective and well-led services because:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- Staff told us that felt supported by the practice, and we saw evidence that staff had been enabled to attain additional skills and qualifications.
- The practice had made active provision to support patients whose first language was not English.

The areas where the provider **should** make improvements are:

- Review and improve the identification of patients who acted as primary carers for others.
- Review and improve child immunisation performance.
- Review and improve performance in relation to cervical, breast and bowel screening.
- Continue to improve patient access and the involvement of patients in their own care and treatment.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

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

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a second CQC inspector.

## Background to Ashwell Medical Centre

Ashwell Medical Centre is located on Ashwell Road, Manningham, Bradford, West Yorkshire, BD8 9DP. The practice provides services for around 7,700 patients under the terms of the Personal Medical Services contract. The practice building is accessible for those with a mobility issue and has parking on site. It is a member of NHS Bradford Districts Clinical Commissioning Group (CCG).

The practice population catchment area is in an area of high deprivation, being classed as within the first most deprived decile in England (with the first decile being the most deprived and the tenth decile being the least deprived). The age profile of the practice shows that it serves a higher than average number of younger people with 34% of the practice population being aged under 18 years as opposed to the CCG average of 24% and a national average of 21%. Average life expectancy for the practice population is 75 years for males and 80 years for females (CCG average is 78 years and 82 years respectively, and the England average is 79 years and 83 years respectively). The practice ethnicity is predominantly Asian (71%).

Ashwell Medical Centre is registered with the Care Quality Commission to provide; diagnostic and screening procedures, family planning, maternity and midwifery services and the treatment of disease, disorder or injury.

Ashwell Medical Centre is a training practice, and staff within the practice are accredited GP trainers and appraisers.

The clinical team consists of three GP partners (two male one female), one salaried GP (one female) and three GP registrars (one male two female). In addition, the wider clinical team consists of one advanced nurse practitioner, one pharmacist (female), one senior practice nurse (female) and one practice nurse (female currently on maternity leave) and four health care assistants (all female). The clinical team is supported by a practice manager, an assistant practice manager, a data manager and a team of reception and administrative staff.

The previously awarded ratings are displayed as required in the practice and on the practice's website.