

Botolph Bridge Community Health Centre

Inspection report

Unit C
Valley Park Centre
Peterborough
PE2 9QB
Tel: 01733796622

Date of inspection visit: 21 June 2023 27 June 2023
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Botolph Bridge Community Health Centre on 27 June 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

The full reports for previous inspections can be found by selecting the 'all reports' link for Botolph Bridge Community Health Centre on our website at www.cqc.org.uk.

Why we carried out this inspection

This was the first comprehensive inspection of Botolph Bridge Community Health Centre following CQC registration under the new provider Malling Health.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

We based our judgment 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 practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There was an effective system in place for reporting and recording significant events.
- 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.

Overall summary

- Patients could access care and treatment in a timely way.
- Risks to patients were assessed and well managed.
- Patient care and treatment were delivered in line with current evidence-based guidance.
- Staff had been trained to provide them with the skills, knowledge, and experience to deliver effective care and treatment.
- The way the practice was led and managed promoted the delivery of high-quality, person-centered care.

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

- Improve practice oversight of cleaning schedules by the external cleaning company.
- Continue to strengthen monitoring of patients requiring review after diagnostic testing.
- Continue maintaining the improvements in monitoring patients prescribed a high-risk medicine.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector, supported by a second inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team also included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Botolph Bridge Community Health Centre

Botolph Bridge Community Health Centre is located in Peterborough at:

Unit C

Valley Park Centre

Peterborough

PE2 9QB

The provider is registered with CQC to deliver the Regulated Activities of, diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder, or injury, and surgical procedures. The provider commenced service provision of Botolph Bridge in December 2021.

The practice offers services from a main practice.

The practice is situated within the Cambridge and Peterborough Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 7,380 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of Peterborough Partnerships Primary Care Network (PCN) and is made up of 9 practices and more than 30,000 patients covering an area of Peterborough.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the sixth lowest decile (six of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic makeup of the practice area is 6.4% Asian, 87.9% White, 2.6 Black, 2.4% Mixed, and 0.7% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of three GPs. The practice has a team of one Advanced Nurse practitioner who provides nurse-led clinics for long-term conditions, 1 nurse, and 1 healthcare assistant.

The GPs are supported at the practice by a team of reception/administration staff. There was a practice manager and a registered manager.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book-on-the-day, telephone consultations and advance appointments.

Extended access is provided locally by the Greater Peterborough Network (GP Federation), where late evening and weekend appointments are available. Out-of-hours services are provided by NHS 111.