

Broad Oak Medical Practice

Inspection report

Strelley Health Centre
116 Strelley Road
Nottingham
NG8 6LN
Tel: 01159008700
www.broadoakmedicalpractice.nhs.uk

Date of inspection visit: 6 December 2021
Date of publication: 26/01/2022

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?	Requires Improvement	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Broad Oak Medical Practice on 6 December 2021. Overall, the practice is rated as Good.

Safe - Good

Effective – Requires improvement

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

This inspection was a comprehensive inspection because the practice had not yet been inspected since its registration with the CQC on 12 August 2020.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- 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 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 Good overall.

We found that:

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Strengthen processes for managing people with long term conditions and take action concerning patients with a potential missed diagnosis and those with long term conditions that may be overdue for monitoring.
- Continue their work to improve uptake of childhood immunisations and cancer screening.
- Improve identification of carers on their practice list.
- Continue to recruit relevant staff to support access to care and treatment in a timely way.
- Establish a patient participation group to enhance engagement with patients.

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

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team 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 Broad Oak Medical Practice

Broad Oak Medical Practice is located in Nottingham at:

Strelley Health Centre

116 Strelley Road

Nottingham

Nottinghamshire

NG8 6LN

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

The practice is situated within the Nottingham City Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (**APMS**) to a patient population of about 6,000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called the BACHS primary care network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 4.4% Asian, 9.7% Black and 8.7% Mixed. Data was not available on White and Other ethnic make up at the time of reporting.

The age distribution of the practice population has a significantly higher than average population of people under 19 years old, but closely mirrors the local and national averages for aged 20 years and above.

There is a team of five GPs (two salaried and three locums) who provide cover at the practice. The practice has an advanced nurse practitioner and a practice nurse who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of eight reception/administration staff. There is a practice manager and assistant practice manager to provide managerial oversight. The practice team is supported by a higher regional team which comprises of a CQC registered manager, regional manager, regional nurse manager and a regional medical director. The practice is also supported by a pharmacist and a first contact physiotherapist who are employed through to local Primary Care Network.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the surgery.

Extended access is provided by the practice on Monday evenings, and locally by Nottingham City GP Alliance GP+ service, where late evening and weekend appointments are available. Out of hours services are provided by 111.