

# Bakersfield Medical Centre

## Inspection report

141 Oakdale Road  
Nottingham  
NG3 7EJ

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[www.bakersfieldmedicalcentre.nhs.uk](http://www.bakersfieldmedicalcentre.nhs.uk)

Date of inspection visit: 25 January 2023  
Date of publication: 23/02/2023

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 Bakersfield Medical Centre on 25 January 2023. Overall, the practice as good.

At our previous inspection in June 2022 the practice was rated as requires improvement overall. The safe key question was rated as inadequate, effective, response and well-led were rated as requires improvement and caring was rated as good.

We also carried out an announced follow-up inspection on 11 October 2022 to review compliance with the warning notices served following our previous inspection on 7 June 2022 but the inspection was not rated. Actions had been taken to address most of the areas of the breaches identified in the warning notices and it was evident improvements had been made. However, some required actions were not yet fully completed or embedded. The ratings from June 2022 therefore still applied and were reviewed at this inspection.

The full reports for previous inspections can be found by selecting 'all reports' link for Bakersfield Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Why we carried out this inspection

We carried out this comprehensive inspection to follow up breaches of regulation from a previous inspection in line with our inspection priorities.

Following this inspection the practice is now rated as good overall and for all key questions.

## 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).
- A staff questionnaire which was submitted electronically.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider to be submitted electronically.
- 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 found that:

# Overall summary

- Improvements had been implemented and evidenced in relation to repeat prescribing, management of health and safety, infection prevention and control and records in relation to staff vaccinations.
- The practice had implemented systems that supported the appropriate and safe use of medicines.
- Practices had processes in place to keep people safe and safeguarded from abuse.
- 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.
- 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**:

- Continue to review access in terms of patient experience and satisfaction in collaboration with others such as their patient participation group and external agencies.
- Take steps to review historic patient safety alerts to ensure patients are identified and appropriate actions are taken.
- Continue to encourage patients to attend for cervical screening and childhood immunisations.
- Take steps to improve the number of NHS Health checks completed.

**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 Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who 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.

The site visit included the lead CQC inspector and a second CQC inspector.

## Background to Bakersfield Medical Centre

Bakersfield Medical Centre is located in Nottingham:

Bakersfield Medical Centre

141 Oakdale Drive

Nottingham

NG3 7EJ

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

Additionally, the surgery provides a private (non-NHS) non-therapeutic male circumcision service from the surgery, for children aged 0 to 10 years old for religious and cultural purposes. They undertake approximately 10 circumcisions a week between 11am and 12.30pm. As Bakersfield Medical Centre is already registered to provide surgical procedures, they are not registered separately with the CQC for this service. Therefore, the service was inspected concurrently with the NHS services.

The practice is situated within the Nottingham Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 5,275. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called PCN six.

Information published by Public Health England shows that deprivation within the practice population group is in the 5th decile (5 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 78.8% White, 12.9% Asian, 4.1% Mixed, 3.4% Black and 0.8% Other.

There is a team of 2 full time GP Partners at the practice (1 male and 1 female) 1 healthcare assistant with a dual role as a receptionist and a part time locum nurse. They are supported by a practice manager and two reception administrators. The primary care network provide part time sessions at the practice including two clinical pharmacists, social prescriber, health and wellbeing coach and first contact physiotherapist.

The practice is open between 8am to 6:30pm 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 Nottingham City GP Alliance, where late evening and weekend appointments are available. Out of hours services are provided by Nottingham Emergency Medical Service – NEMS via the NHS 111 service.