

Cadbury Heath Healthcare

Inspection report

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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

Outstanding



Are services safe?

Good



Are services effective?

Outstanding



Are services caring?

Outstanding



Are services responsive?

Outstanding



Are services well-led?

Outstanding



Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions (insert)

Safe

Effective

Caring

Responsive

Well Led

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 outstanding overall.

We rated the practice as **good** for providing safe services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

We rated the practice as **outstanding** for providing effective services because:

- Patients received effective care and treatment that supported the achievement of better outcomes than comparable services and promoted a good quality of life.
- The practice undertook a wide range of quality improvement projects, across all areas of the service. These drove continued improvement to the care offered. For example, an End of Life care Quality Improvement Programme was undertaken to ensure patients had the knowledge and support needed to make informed choices regarding end of life plans.
- There was an ethos of recognising potential and developing staff into roles that met staff development needs and aligned these with the business needs of the practice.
- Staff were committed to working collaboratively with allied health professionals to ensure patients with complex needs received coordinated care.

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

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Carers were proactively identified and well supported for the roles they fulfilled.
- Feedback from a variety of sources by people who use the service was positive.

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

- The practice organised and delivered services to meet patients' needs.
- Patients could access care and treatment in a timely way.
- Patient satisfaction feedback was very positive and consistently better than comparable services.
- Services were tailored to meet the needs of individual people and collaboration with the local community was integral to how services were developed.
- Community links initiatives had been implemented to strengthen links between the practice and the local community. These included support for those living within deprived areas.
- A volunteer driver service had been set up by the practice to ensure patients who were vulnerable through isolation and disability were able to get to the practice and other community services they may have been referred and signposted to.
- The patient participation group (PPG) were an integral part to the practice ensuring care was delivered in a way that met people's needs.

We rated the practice as **outstanding** for providing well led services because:

- The leadership, governance and culture were used to drive and improve the delivery of high-quality person-centred care.
- Governance and performance management arrangements were regularly reviewed and reflected best practice.
- The practice was a member of the Clinical Research Network and an accredited Royal College of General Practitioner Research Ready Practice which gave ongoing opportunities for developing and improving patient care.

Overall summary

- A comprehensive programme of quality improvement ensured that evaluating care given and implementing improvements was a continuous cycle,
- Close working with locality practices provided opportunities for sharing learning from incidents and complaints.
- The strategy and business plan had been developed by the practice team, and staff were empowered to deliver against objectives.
- There were high levels of staff satisfaction, resulting in consistently high levels of staff engagement.

- There was strong collaboration and support across all staff groups which engendered an ethos of openness and a common focus on improving quality of care, patient and staff experiences.
- There was a proactive approach to working with other organisations and strong links had been developed with local community groups and schools to improve care and tackle health inequalities.

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	Outstanding	☆
People with long-term conditions	Outstanding	☆
Families, children and young people	Outstanding	☆
Working age people (including those recently retired and students)	Outstanding	☆
People whose circumstances may make them vulnerable	Outstanding	☆
People experiencing poor mental health (including people with dementia)	Outstanding	☆

Our inspection team

www.cadburyheathhealthcare.co.uk Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

Background to Cadbury Heath Healthcare

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

Cadbury Heath Health Centre is situated within the Bristol, North Somerset and South Gloucestershire (BNSSG) Clinical Commissioning Group (CCG) and provides services to approximately 11,500 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider has three GPs partners (one male, two female) and one non-clinical managing partner. They are supported by an additional five GPs (one male, four female). The nursing team comprises of three practice nurses, two health care assistants and two phlebotomists. Two minor illness nurses and a paramedic support the GPs with urgent on the day consultations. A

clinical pharmacist supports the practice with the management of medicines and consults with patients for medicines reviews. The managing partner is supported by a large administrative team.

Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The area the practice serves is urban and has relatively low numbers of patients from different cultural backgrounds.

When the practice is closed out of hours services are provided by BrisDoc which patients can access via NHS111.

Further information about the practice can be obtained through their website at:
www.cadburyheathhealthcare.co.uk