

Clarendon Medical Centre

Inspection report

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West Yorkshire
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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 responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of Clarendon Medical Centre on 20 August 2019 following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: are services safe, effective, responsive and well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: are services caring?

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 and good for all population groups except for people whose circumstances make them vulnerable, which we rated as outstanding.

We found that:

- 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 understood the needs of the local population and treated patients with kindness and respect and involved them in decisions about their care.
- The practice displayed a forward thinking attitude and embraced technology, research and pilot schemes to enhance patient care at the practice.
- The way the practice was led and managed promoted the delivery of high-quality, individualised, person-centred care. Staff told us they felt lucky to work at the practice and were very supported.

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

- Improve the uptake of cancer screening at the practice including bowel, breast and cervical screening and continue with their work to encourage patients to attend.

We saw areas of outstanding practice including:

- The provider had identified that a significant number of their registered patients were vulnerable and had responded with a number of innovative approaches to providing person-centered care. For example, they had procured technology which enabled patients to access health education, guidance and information using TV screens at the practice and clinic room doors were colour coded to guide patients to the appropriate clinician. Community engagement included working with three local mosques and targeting hard to reach groups, identified through patient feedback demographics. The practice ensured that all verbal feedback was captured, responded to and reviewed due to literacy issues within the population.
- When patients were reaching the end of life, regular visits were made to support the person and their family. Local undertakers were given the mobile number of the lead GP for contact to allow the timely completion of documentation following a patient death and to facilitate some religious burial timeframes.
- A staff member at the practice was trained to offer foodbank vouchers. We were told the staff team also provided food, bedding and clothing to individuals in need. Members of the team also worked as volunteers at a local community food kitchen to support homeless patients. Patients could be directed to this service.

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

Our inspection team

Our inspection team included a lead CQC inspector, a second CQC inspector and a GP specialist advisor.

Background to Clarendon Medical Centre

Clarendon Medical Centre is located at 5 Alice Street, Bradford, BD8 7RT and provides services for 8,807 patients. The location is within a purpose-built building with limited car parking. There is easy access and a hearing loop.

The branch location known as Clarendon@Manningham is approximately six minutes' walk from the main location, is easily accessible and has a large car park. There is a pharmacy nearby.

The practice is situated within the Bradford City Clinical Commissioning Group (CCG) and provides services under the terms of a primary medical services (PMS) contract. This is a contract between general practices and NHS Bradford City CCG for the delivery of services to the local community. The practice website address is www.clarendonmedicalcentre.com.

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

The National General Practice Profile states that 66% of the practice population is from an Asian background with a further 9% of the population originating from black, mixed or other non-white ethnic groups.

There is a higher than national average number of patients aged under 40, which is in keeping with the area, with less patients aged over 45 than the national average. Only 5% of patients are aged over 65 compared to the national average of 17%.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. People living in more deprived areas tend to have a greater need for health services. Nationally, the average number of times a person visits their GP in a year is five. CCG statistics show that in Bradford City the average number of visits is between nine and 11.

Data shows that 15% of the practice population is unemployed compared to the CCG average of 12% and the national average of 4%. Male life expectancy is 75 years compared to the national average of 79 years. Female life expectancy is 79 years compared to the national average of 83 years.

The provider and full-time single-handed GP at the practice is Dr Waheed Hussain. There are seven locum GPs, three of these are female, all of whom work part-time. In addition, there are two advanced clinical practitioners (ACPs) who work one day per week each

and two part-time trainee clinical pharmacists who are training to be ACPs. The nursing team consists of four part-time practice nurses and two healthcare assistants (HCAs).

The clinical team are supported by a practice manager, an office supervisor and a team of non-clinical staff.

The practice is open between 8am and 8pm on a Monday and between 8am and 6pm Tuesday to Friday. Appointments are available during morning and afternoon clinics. The branch surgery is open two days per week.

The practice is a member of a Federation, which is a group of 29 practices which offer extended access appointments at three 'hub' sites across the city. Appointments are available between 6.30pm and 9.30pm Monday to Friday and between 10am and 1pm on Saturday and Sunday. Patients could see a GP, nurse, physiotherapist or a healthcare assistant. The practice offer additional appointments on a Monday evening at Clarendon Medical Centre, until 8pm for their own patients and the patients of a neighbouring practice.

During the inspection we saw that the previously awarded ratings were displayed.