

Park Grange Medical Centre

Inspection report

141 Woodhead Road
Bradford
BD7 2BL
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Date of inspection visit: 25 January 2024
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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 responsive to people's needs?

Good



Overall summary

We carried out an announced assessment of Park Grange Medical Centre in relation to the responsive key question. This assessment was carried out on 25 January 2024 without a site visit. As the other domains were not reviewed during this assessment, the rating of **good** will be carried forward from the previous inspection and the **overall rating of the service will remain Good**.

Safe - 'not inspected, rating of good carried forward from previous inspection'.

Effective - 'not inspected, rating of good carried forward from previous inspection'.

Caring - 'not inspected, rating of good carried forward from previous inspection'.

Responsive – Good

Well-led – 'not inspected, rating of good carried forward from previous inspection'.

The full reports for previous inspections can be found by selecting the 'all reports' link for Park Grange Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection/review.

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the inspection/review

This assessment was carried out remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.
- Speaking with a member of the patient participation group.

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

Overall summary

- information from the provider, patients, the public and other organisations.

We found that:

- The practice understood the needs of its local population.
- Patients could access care and treatment in a timely way.
- National GP Patient Survey data was above local and national averages.
- The provider had implemented initiatives to improve phone and appointment access and worked towards continuous improvement.
- The practice dealt with complaints in a timely manner and learned from them.

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 assessment was carried out by a CQC inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

Background to Park Grange Medical Centre

Park Grange Medical Centre is located at:

141 Woodhead Road,

Bradford,

West Yorkshire,

BD7 2BL

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

The practice is situated within the West Yorkshire Integrated Care Board (ICB) and delivers Personal Medical Services (PMS) to a patient population of about 3700. This is part of a contract held with NHS England.

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

Information published by Office for Health Improvement and Disparities 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 62% Asian, 27% White, 4% Black, 3% Mixed, and 4% Other.

The practice is open between 8.30 am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations, e consultations/online reviews and advance appointments.

Extended access is provided locally by City Health Federation, which is a local GP federation as well as Horton PCN. Extended access with pre-bookable appointments were available between 6.30pm and 9.30pm on weeknights and from 9am to 5pm at the weekend. The practice hosts one of these clinics on a Monday evening. There is also a dedicated paediatric clinic run by GPs within the PCN from 3.30pm to 5.30pm on weekdays, to help reduce absence at school. Patients can be referred to a range of health professionals including GPs, nurses (for cervical screening), adult and paediatric phlebotomists and first contact physiotherapists.