

Frizinghall Medical Centre

Inspection report

274 Keighley Road
Bradford
West Yorkshire
BD9 4LH
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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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Frizinghall Medical Centre on 22 March 2019 as part of our inspection programme.

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 five of the six population groups. We rated the population group ‘people with long-term conditions’ as requires improvement due to performance against some of the diabetes and hypertension indicators.

The practice was previously inspected in November 2014 and were given an overall rating of good.

We found that:

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

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients’ needs. 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-centred care.

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

- Review and improve the process for documenting action taken as a result of safety alerts.
- Review and improve achievement against the Quality and Outcomes Framework indicators for patients with diabetes and hypertension.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Frizinghall Medical Centre

Frizinghall Medical Centre is located at 274 Keighley Road, Bradford, West Yorkshire, BD9 4LH. The surgery has good transport links and there is a dedicated car park for patients travelling by car.

The provider is registered with the Care Quality Commission (CQC) to deliver the following regulated activities;

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

Frizinghall Medical Centre is situated within the NHS Bradford City Clinical Commissioning Group (CCG) and provides services to approximately 3,748 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.

Average life expectancy for the practice population is 76 years for males and 81 years for females (CCG average is 75 years and 80 years respectively, and the England average is 79 years and 83 years respectively).

The Public Health National General Practice Profile shows that approximately 49% of the practice population are of Asian ethnicity, 7% black or other mixed ethnicity; with 44% being of white ethnicity.

The level of deprivation within the practice population is rated as two, on a scale of one to ten; level one representing the highest level of deprivation, and level 10 the lowest.

The medical team consists of one lead GP (male) and one salaried GP (female). At the time of our inspection the provider was looking to recruit an additional female GP as the salaried GP was on long term sick. Support was being provided by a long-term locum GP (male) who had previously been a partner at the practice. The GPs were supported by a practice nurse, a health care assistant and two phlebotomists.

The clinical team are supported by an experienced team of managerial and administrative support. However; at the time of our inspection the practice manager was new in post and was in the process of improving governance systems and processes to support the running of the practice.

The practice reception is open from 8am until 6pm Monday to Friday. The practice offers extended hours until 7.30pm on Monday evenings. In addition, patients

can access appointments at other practices within the locality as part of the “City Health” extended access scheme. Appointments were available from 6.30pm until 9.30pm Monday to Friday and from 10am until 1pm on weekends.

Out of hours care is provided by Local Care Direct, and patients are also directed to the NHS 111 line.

When we returned to the practice, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.