

Blackford House Medical Centre

Inspection report

137 Croft Lane
Hollins
Bury
Lancashire
BL9 8QA
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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 Blackford House Medical Centre on 28 January 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 all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Risks to patients' care were monitored with prompt action taken when necessary.
- Patients received effective care and treatment that met their needs. Regular multi-disciplinary team meetings took place to ensure patients' holistic care needs were met.

- 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 appointment system was flexible to encourage patient attendance and accommodate patients' routines and lifestyles.
- The leadership promoted the delivery of high-quality, patient centred care. There were systems to ensure that GPs and all other staff were well trained and supported in their role. The practice had a comprehensive programme of quality improvement and used information about care and treatment to make improvements.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

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

Background to Blackford House Medical Centre

Blackford House Medical Centre is located at 137 Croft Lane, Hollins, Bury, Lancashire BL9 8QA. The surgery has good transport links and there is a pharmacy located nearby.

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.

Blackford House Medical Centre is situated within the Bury Clinical Commissioning Group (CCG) and provides services to 7971 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

There are 6 GPs working at the practice (4 female and 2 male). They work between four sessions (two days) and eight sessions (four days) per week. There is one advanced nurse practitioner, three practice nurses and a health care support worker. A pharmacist, employed by the practice, works at the practice two days a week and a

pharmacist and pharmacy technician, employed by the Bury CCG, work at the practice on a part time basis. The clinical staff are supported by a practice manager and a team of administrative / reception staff.

There is a higher than average number of patients over 65 years and fewer patients under 18 years of age.

The National General Practice Profile states that 90.2% are white, 6.5% are Asian, 1.7% are mixed race, 0.8% are black and 0.7% are other races.

Information published by Public Health England, rates the level of deprivation within the practice population group as seven on a scale of one to ten. (The lower the number the higher the deprivation). In general, people living in more deprived areas tend to have greater need for health services.

Male life expectancy is 79 years and female life expectancy is 83 years which are the same as the national averages.