

# Concord Medical Centre

## Inspection report

Braydon Avenue  
Little Stoke  
Bristol  
BS34 6BQ  
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[www.concordmedicalcentre.co.uk](http://www.concordmedicalcentre.co.uk)

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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 Concord Medical Centre on 19 September 2019 as part of our inspection programme.

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:

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 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.
- All PGDs were authorised prior to use, however, additional staff had signed the documents post

authorisation. Immediate action was taken on the day of the inspection to rectify PGDs and the practice said that this would be kept under review to ensure it did not occur again

- Patients received effective care and treatment that met their needs.
- All staff who were permanently employed had the required checks undertaken prior to starting employment. However, there were shortfalls in ensuring training had been completed and immunisation status was known for all staff. 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-centre care.

The practice continues to:

The areas where the provider **should** make improvements are:

- Should review their policy to ensure patient group directions (PGDs) are appropriately implemented and followed by staff

**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

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

## Our inspection team

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

## Background to Concord Medical Centre

Concord Medical Centre is located at Braydon Avenue, Little Stoke, Bristol. BS34 6BQ. The practice has good transport links and there is an independent pharmacy located within the same premises.

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

Concord Medical Centre is situated within the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (CCG) and provides services to 14,422 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 national general practice profile shows the practice has a higher than average to England population of patients aged between the ages of 25 and 34 years old. They are also below the national and local average for 75 years and older. The practice population was identified as being one of the lowest deprived than the national average resulting in patients having less support needs from the practice.

Additional services are provided from the practice premises including ear, nose and throat audiology service, DEXA scanning (this aids the diagnosis of Osteoporosis) and dermatology. Patients can also access an acupuncturist, chiropractor and a foot health service privately within the practice.

There are four GP partners and nine salaried GPs; six male and seven female. The practice has been registered as a GP teaching and training practice. There are two GP trainers. The practice provides training opportunities to both medical students during each year of university and for doctors seeking to become qualified GPs.

The practice also employs a mental health nurse consultant and two clinical pharmacists.

There are ten female members of the nursing team which include one nurse team lead, five practice nurses and one DEXA scanner, two health care assistants and a phlebotomist.

The practice has opted out of providing Out-Of-Hours services to its own patients. Outside of normal practice hours, patients can access the out of hours doctors via the NHS 111 Service.