

Bramley Village Health and Wellbeing Centre

Inspection report

16 Highfield Road
Bramley
Leeds
LS13 2BL
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Date of inspection visit: 13 and 21 July 2023
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Bramley Village Health and Wellbeing Centre on 13 and 21 July 2023. Overall, the practice is rated as good.

Safe - good

Effective – good

Caring - good

Responsive – good

Well-led - good

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. This was the first inspection of this provider since they registered with the Care Quality Commission.

This inspection was a comprehensive inspection, therefore we inspected all of the following key questions:

Safe

Effective

Caring

Responsive

Well-led

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Staff questionnaires.

Our findings

Overall summary

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 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.
- Patients could access care and treatment in a timely way. The practice had developed a bespoke eConsultation service to give patients the option of having their clinical needs assessed and responded to within a 24 hour period.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. We saw evidence of engagement with local groups in order to design services to meet the needs of the local population.
- The practice was committed to continually monitoring and improving the service and could demonstrate this through audit activity and changes made to the service as a result of findings.
- The practice proactively identified and supported carers. This was demonstrated by the significant increase in patients registered as a carer with the practice.

We saw areas of outstanding practice:

- The practice had been involved in The Big Bramley Apple, a community project aimed at people over the age of 60 living in Bramley with, but not limited to, ongoing illness, chronic pain and suffering the effects of loneliness, depression and isolation following the COVID-19 pandemic. Patients were invited to join the project where they could access exercise sessions (dance and chair based), swimming and social events. Free transport was provided and GPs from the practice attended the socials to provide information about services the practice offered and how they could support patients. The practice sent out 1000 invites to patients and 108 patients participated in the project. Patients noted an improvement to their physical and mental health as a result of the project.
- During the COVID-19 pandemic, the practice had operated as a National Covid Vaccination Centre in addition to providing general practice services. This service was operated 7 days a week and administered a total of 68,720 vaccines to the population (including patients registered with the practice). A review of the data collected as part of this project evidenced the practice had provided vaccinations to patients from 1,183 practices across England during this period.
- The practice carried out a carers monitoring audit which ran from April 2020 to March 2023. During this period targeted letters were sent to patients to establish their carer status. As a result of the audit the practice saw a significant increase in the carers registers as follows and at the time of our inspection 10% of the patient population were recognised as carers.

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

- Improve the process for patient follow up within 1 week of receiving rescue steroids for exacerbation of asthma.
- Continue to improve childhood immunisation uptake.
- Continue to improve cervical screening uptake.

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Bramley Village Health and Wellbeing Centre

Bramley Village Health and Wellbeing Centre is located at:

16 Highfield Road

Bramley

Leeds

LS13 2BL

The practice has 2 branch sites located at:

Middleton Park Surgery

Middleton Park Avenue

Middleton

Leeds

LS10 4HT

Cottingley GP Surgery

115 Cottingley Approach

Leeds

LS11 0HJ

We visited Bramley Village Health and Wellbeing Centre and Cottingley GP Surgery as part of this inspection.

The service is provided by Bramley Village Health and Wellbeing Centre Ltd, who are registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from all 3 sites.

The practice offers services from both a main practice and a branch surgeries. Patients can access services at any surgery.

The practice is situated within the NHS West Yorkshire Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of 15,933. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices working together, as a Primary Care Network (PCN), to offer a greater range of services to the local community. Bramley Village Health and Wellbeing Centre is a member of the Bramley, Wortley and Middleton Primary Care Network.

Information published by Office for Health Improvement and Disparities, rates the level of deprivation within the practice population as 1, on a scale of 1 to 10. Level 1 represents the highest levels of deprivation and level 10 the lowest.

According to the latest available data, the ethnic make-up of the practice area is 92% white, 3% Asian, and 5% originating from black, mixed or other non-white ethnic groups.

Care at the practice is provided by 6 GPs, 6 advanced nurse practitioners, 3 practice nurses and 4 healthcare assistants. The clinical team are supported by an experienced management team. There is a dedicated team of receptionists and administrative staff.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.