

Bilborough Medical Centre

Inspection report






48 Bracebridge Drive
Nottingham
Nottinghamshire
NG8 4PN
Tel: 01159292354
www.ncgpa.org.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

Are services safe?	Good	
Are services effective?	Not sufficient evidence to rate	
Are services caring?	Good	
Are services responsive?	Not sufficient evidence to rate	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Bilborough Medical Centre on 16 January 2020 as part of our inspection programme.

The previous provider ceased providing services at the location on 31 March 2019. The new provider, Nottingham City GP Alliance Limited, started providing services at the location on 1 April 2019.

At our previous comprehensive inspection on 18 April 2018 we rated the practice inadequate overall with ratings of inadequate for safe, effective, caring, responsive and well-led services. These areas affected all population groups within the effective key question, so we rated all population groups overall as inadequate. We took urgent action in line with our enforcement procedures to impose conditions on the provider's registration.

We carried out a subsequent unannounced inspection on 24 May 2018 in response to continuing concerns about the service being provided. We did not rate that inspection. The overall rating for the service remained as inadequate.

We decided to undertake this inspection of the service following a change in the provider of the service. This inspection looked at the following key questions: Safe, Effective, Caring, Responsive and 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 not given an overall rating for this practice.

We rated the practice as **good** for providing safe services because:

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

We rated the practice as **good** for providing caring services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

We rated the practice as **good** for providing well led services because:

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We were unable to rate the practice for providing effective and responsive services because whilst improvements had been made by the new providers since the last inspection, there was no published data available as yet to support our findings.

These areas affected all population groups, therefore we were unable to rate the population groups.

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

- Improve the premises/security risk assessment with regards to security of doors when rooms are not in use.
- Improve systems for checking that results have been received for all samples taken for cervical cancer screening.

I am taking this service out of special measures. This recognises the improvements that have been made to the quality of care provided by this service. The service will be inspected again within 12 months.

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

Older people	Not sufficient evidence to rate ●
People with long-term conditions	Not sufficient evidence to rate ●
Families, children and young people	Not sufficient evidence to rate ●
Working age people (including those recently retired and students)	Not sufficient evidence to rate ●
People whose circumstances may make them vulnerable	Not sufficient evidence to rate ●
People experiencing poor mental health (including people with dementia)	Not sufficient evidence to rate ●

Our inspection team

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

Background to Bilborough Medical Centre

Bilborough Medical Centre provides primary medical services to approximately 9788 patients in the Bilborough area of Nottingham. The practice is located at Bracebridge Drive, Bilborough Nottingham, Nottinghamshire, NG8 4PN. Services are also provided from a branch practice at Assarts Farm Medical Centre, 8 Upminster Drive, Nuthall, Nottingham, NG16 1PT.

The provider is registered for the provision of the following regulated activities from Bilborough Medical Centre:

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

Services at Bilborough Medical Centre are provided by Nottingham City GP Alliance Limited registered with the CQC as the provider of this service on 12 April 2019.

The clinical team comprises of a salaried GP lead, eight salaried GPs, two practice nurse prescribers, two practice nurses and two healthcare assistants. The non-clinical team comprises of a head of service transformation, a service manager and 19 reception and administrative staff.

Bilborough Medical Practice is situated in an area of high deprivation falling into the second most deprived decile. Income deprivation affecting children and older people is similar to the local clinical commissioning group (CCG) average and above the national average.

The practice is open between 8am and 6.30pm Monday to Friday at the Bilborough Medical Centre site. Opening hours at Assarts Farm Medical Centre are 8am to 6.30pm on Monday to Friday, except Thursday when they close at 1pm.

When the practice is closed out-of-hours GP services are provided by Nottinghamshire Emergency Medical Services (NEMS) which is accessed by telephoning the NHS 111 service.