

Whiteladies Medical Group





Inspection report

Whiteladies Health Centre
Whatley Road
Bristol
BS8 2PU
Tel: 01179731201
www.whiteladiesmedical.nhs.uk

Date of inspection visit: 14 September 2022
Date of publication: 26/10/2022

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 well-led?		Good	

Overall summary

We carried out an announced focused inspection at Whiteladies Medical Group on 14 September 2022. Overall, the practice is rated as Good.

Safe - Good.

Effective – Good.

Well-led – Good

Following our previous inspection on 8 December 2015, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Whiteladies Medical Group on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach. There were no breaches of regulation at the previous inspection in December 2015, although we identified the service ‘should’ improve on systems for storing and monitoring the emergency equipment.

This inspection looked at three of the five key areas; Safe, Effective and Well Led. The previous ratings of good for Caring and Responsive were carried forward.

How we carried out the inspection

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.

Our findings

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:

Overall summary

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- Systems and processes were not always reviewed and risk was not always followed up.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to embed newly implemented elements to systems and processes including risk assessments and medication reviews for patients on high risk drugs.
- Improve uptake of cervical cancer screening.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector and supported by a CQC inspection manager 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 Whiteladies Medical Group

Whiteladies Medical Group is located in Bristol at:

Whatley Road,

Clifton

Bristol

BS8 2PU

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

The practice is situated within the Bristol, North Somerset, South Gloucestershire Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 16,000. This is part of a contract held with NHS England.

The practice is part of the primary care network (PCN) known as Healthwest.

Information published by Public Health England shows that deprivation within the practice population group is in the second highest decile (nine of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 89% White, 5% Asian, 3% Mixed, 2% Black, 1% other.

There is a team of 10 GPs including seven GP partners. The practice has a team of four permanent nurses who provide nurse led clinics for long-term conditions, three healthcare assistants and a pharmacist. The practice could also utilise clinical staff employed by the PCN. The clinical staff are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at Whiteladies Medical Group to provide oversight.

The practice is open between 8 am to 6:30 pm Monday to Friday, with the exception of Wednesday where they close between 12pm and 2pm for staff training. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided by 111.