

# Dr P Taylor and Partners

## Inspection report

33 Whittucks Road  
Hanham  
Bristol  
BS15 3HY  
Tel: 0117 9352 318  
www.hanhamhealth.co.uk

Date of inspection visit: 23 January 2019  
Date of publication: 25/02/2019

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

**This practice is rated as Good overall.** (Previous inspection - 21 April 2015: Rating Good)

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? - Good

We carried out an announced comprehensive inspection at Dr P Taylor and Partners on 23 January 2019 as part of our inspection programme.

At this inspection we found:

- The practice had clear systems to manage risks to patients and staff. When incidents occurred, the practice learned from them and improved their processes.
- The practice proactively monitored the effectiveness and appropriateness of the care it provided to ensure treatment was appropriate.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they could access care when they needed it.

- The practice continuously reviewed the needs of its patient population and adapted processes to improve services for its population.

We found area of outstanding practice:

- The practice used a clinical tool to identify older patients who were living with moderate or severe frailty. There was a multidisciplinary virtual assessment used to identify and plan for the care needs of patients who were frail and at risk of admission to hospital. This holistic approach enabled a number of professionals from health and social care backgrounds to undertake a thorough assessments at one time and therefore plan care at one point in time. We were provided with examples of two patients who had been repeatedly admitted to hospital. The virtual assessment and resulting plan has prevented further admissions.

There were areas where the provider should consider making improvements:

- Review the recording of staff information including training and registration with professional bodies.

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

## 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>Good</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

The inspection team included GP and nurse specialist advisers and was led by an inspector.

## Background to Dr P Taylor and Partners

The practice provides services from Hanham Health Centre, 33 Whittucks Road, Hanham, Bristol, BS15 3HY and Oldland Surgery, High St Avon, Oldland Common, Bristol BS30 9QQ. We visited both sites as part of this inspection.

Tel: 0117 9352 318

Website: [www.hanhamhealth.co.uk](http://www.hanhamhealth.co.uk)

Hanham Health Centre is a modern purpose built location with good accessibility to all its consultation rooms. Oldland Surgery is a converted house with modifications which allows access for those with specific mobility needs to its consultation rooms and waiting area. The practice serves 22,000 patients. Demographic data shows that the population has a slightly higher number of older patients and more prevalence of patients with long standing health conditions; 58% compared to the national average of 51%. According to national data there is minimal deprivation among the local population. There are patients from minority ethnic backgrounds, but this is a small proportion of the practice population.

There are 33 GPs (approximately 24 whole time equivalent) working at the practice including 10 partners, with a mix of male and female GPs available for patients to see. There was a large nursing team comprising of nurse practitioners, practice nurses and healthcare assistants. One paramedic provides care including home visiting services. A number of administrative staff and practice management staff support the clinical team. In addition a clinical pharmacist provided medication reviews and face to face consultations as appropriate with patients.

The practice is open between 8.00am and 6.30pm Monday to Friday. Extend hours appointments were available from 7.30am on a Thursday morning and after 6.30pm on various evenings. The practice was also open on the morning of every second Saturday of the month. Out of hours GP services were available when the practice was closed by phoning NHS 111 and this was advertised on the practice website.

The practice is registered to provide diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease disorder and injury.