

Lawrence Hill Health Centre

Inspection report

Hassell Drive

Easton

Bristol

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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

Requires improvement



Are services safe?

Are services effective?

Requires improvement



Are services caring?

Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced new style focused inspection at Lawrence Hill Health Centre on 4 July 2019 as part of our inspection programme.

The inspection of this service followed our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change (either deterioration or improvement) to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Effective
- 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 requires improvement overall. We have rated the population groups older people; people with long-term conditions; and people whose circumstances may make them vulnerable as good. However, we have rated the population groups families, children and young people; working age people (including those recently retired and students); and people experiencing poor mental health (including people with dementia) as requires improvement.

We found that:

- Patients received effective care and treatment that met their needs.
- 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.

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

- Complete CQC registration process for the current GP partnership and the registered manager for three regulated activities.
- Document the practice vision, values and business strategy and ensure this is understood by staff and progress is monitored.
- Review arrangements to monitor and improve rates of average daily prescribing of hypnotic medicines; and exception reporting for patients with COPD and mental health conditions.
- Review arrangements for and improve uptake of childhood immunisations.
- Review and improve cancer screening performance in all cancer indicators, including bowel, breast and cervical screening.
- Review arrangements for storage of paper patient records to prevent access by unauthorised people.
- Continue efforts to establish a patient participation group (PPG).

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

Our inspection team

Our inspection team was led by a CQC lead inspector supported by a GP specialist advisor.

Background to Lawrence Hill Health Centre

Lawrence Hill Health Centre is located in an inner-city area of Bristol and serves a diverse population. The surgery has good transport links and there is a separate pharmacy located in the same building.

The provider is registered with CQC to deliver the Regulated Activities (RAs):

Family planning; diagnostic and screening procedures; maternity and midwifery services; surgical procedures; and treatment of disease, disorder or injury.

These are delivered from a single location at:

Lawrence Hill Heath Centre, Hassell Drive, Lawrence Hill, Bristol BS2 0AN.

Lawrence Hill Heath Centre is situated within the Bristol, North Somerset and South Gloucestershire (BNSSG) Clinical Commissioning Group (CCG) and provides services to 9,550 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 provider is a partnership of six GPs who most recently updated the partnership registration with the CQC in June 2019. However, the partnership registration was not up to date, as two partners who had left the practice were still registered and two partners who had joined were not

registered. In addition, whilst the Registered Manager (who was the Practice Manager) for two RAs was registered with CQC, there was no registered manager (RM) for the three other RAs. At the time of inspection, applications were being prepared for or processed by CQC to rectify these issues.

Four of the GP partners were male and two female. The practice employed three salaried GPs, three nurse practitioners, two nurse prescribers and a prescribing pharmacist. In addition, there were practice nurses, health care assistants, management and administration staff employed. The practice was part of a network of GP practices covering the inner-city east area of Bristol which was evolving into a Primary Care Network.

There are higher than average number of patients under the age of 18, in common with the characteristics of the inner city area; and fewer patients aged over 65 than the national average. The National General Practice Profile states that 44% of the practice population is from black and minority ethnic (BME) groups, including a significant local community of Somali heritage. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Are services safe?

Detailed findings narrative goes here...

Are services effective?

Detailed findings narrative goes here...

Are services caring?

Detailed findings narrative goes here...

Are services responsive to people's needs?

Detailed findings narrative goes here...



Are services well-led?

Detailed findings narrative goes here...