

# Charlotte Keel Medical Practice

## Inspection report

Seymour Road  
Easton  
Bristol  
BS5 0UA  
Tel: 01179027145  
www.brisdoc.co.uk

Date of inspection visit: 4 January 2020  
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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection of Charlotte Keel Medical Practice in May 2019 and rated the provider as Good overall and requires improvement for providing safe services. In November 2019 we carried out our annual regulatory review and found there had been no significant changes to the quality of care delivered in the effective, caring, responsive and well led domains.

On 4 February 2020 we carried out a focussed inspection to follow up on breaches of regulations found in the safe domain during the inspection carried out in May 2019, where we found processes for infection prevention control (IPC) were not effective, specifically relating to the management of clinical waste and management of the cold chain.

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.

During this inspection we have rated the practice:

Safe – Good

At this inspection we found:

- Systems and processes to manage healthcare waste had been improved and were fully embedded.
- Procedures had been updated and improved to manage the cold chain and were operating effectively.
- Systems to assess, monitor and manage risks to patient safety.
- There were safe systems in place to ensure effective medicines management and antimicrobial guardianship.
- The practice took all opportunities to learn and make improvements across all staff groups from when things went wrong.

At the last inspection we also told the practice that they should continue to improve patient satisfaction. During this inspection we found that results from the National GP survey had improved. For example, the percentage of respondents who felt that their last appointment met their needs had increased from 79% to 87%. Other areas of the survey also demonstrated improvement.

**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

<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 was led by a CQC inspection who had access to support and advice from clinical advisors.

## Background to Charlotte Keel Medical Practice

Charlotte Keel Medical Practice is situated in the inner-city area of Bristol. The practice is a registered location for services provided by BrisDoc Healthcare Services Limited, who took over the practice in April 2018. The practice provides its services from a purpose-built building to approximately 17,000 patients.

The Index of Multiple Deprivation score for the practice geographical area as one; where one equals the most deprived and ten is the least deprived. Fifty percent of the practice population are not of white caucasian heritage and a significant number of the population do not have English as their first language or are unable to communicate well in English.

The practice is registered with CQC to provide regulated activities from the following address:

Seymour Road, Easton, Bristol, BS5 0UA.

Further information about the practice can be obtained through their website at:

When the practice is closed patients are directed to call NHS111. Out of Hours GP services are provided by BrisDoc Healthcare Services Limited and known locally as SevernSide Integrated Urgent Care.