

Emersons Green Medical Centre

Inspection report

St. Lukes Close
Emersons Green
Bristol
BS16 7AL
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www.emersonsgreenmedicalcentre.co.uk

Date of inspection visit: 4 July 2023
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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 responsive to people's needs?

Good



Overall summary

We carried out an announced focused inspection at Emersons Green Medical Centre on 4 July 2023. Overall, the practice is rated as good.

The ratings for each key question are:

Safe – good.

Effective – good.

Caring – good.

Responsive – good.

Well-led – good.

Following our inspection in May 2022, the practice was rated good overall and for providing safe, effective, caring, and well-led services. The practice was rated as requires improvement for providing responsive care.

The full reports for the May 2022 inspection and previous inspections can be found by selecting the ‘all reports’ link for Emersons Green Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up concerns from a previous inspection.

How we carried out the inspection/review

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.
- 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.

The practice remains rated as Good overall.

We rated the practice as Good for providing responsive services, because:

Overall summary

- Patients received effective care and treatment that met their needs.
- Patients could access care and treatment in a timely way.
- The provider re-established the Patient Participation Group (PPG) and introduced new roles in the practice to enhance patient participation and satisfaction.
- The practice developed and introduced a signposting system supporting care navigators to assist patients with the most adequate advice and ensuring all patients are treated equally and the right protocol is followed.
- There was a team of care coordinators that supported people with long-term conditions ensuring they have appropriate support and regular reviews as needed.

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

- Continue improving the services, particularly in regards to access and patient's feedback.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The inspector had access to advice and support from the Specialist Advisors.

Background to Emersons Green Medical Centre

Emersons Green Medical Centre is located in Bristol at:

St Lukes Close

Emersons Green

Bristol

Bs16 7AL

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

The provider Green Valleys Health offers GP services from another registered location where patients can attend. The practice is situated within the Bristol and North Somerset and South Gloucestershire (BNSSG) Integrated Care System (ICS) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 11,800. This is part of a contract held with NHS England.

The practice is part of a wider network of five GP practices in South Gloucestershire.

According to the latest available data, the ethnic make-up of the practice area is 94% White, 2.8% Asian and 1.6% Mixed.

There is a team of nine GPs who provide cover across Emerson Green and the other registered location under the provider. The practice has a team of three advanced nurse practitioners, seven practice nurses and four health care assistants who provide nurse led clinics across the registered locations. The GPs are supported at the practice by a team of care navigators, care co-ordinators, reception and administration staff. The practice manager and operations manager provide managerial oversight.

The practice is open between 8 am to 6.30 pm from Monday to Friday with extended access on Tuesdays between 8 am and 8 pm. 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 NHS 111.