

# Biddulphdoctors

## Inspection report

Biddulph Primary Care Centre  
Wharf Road  
Stoke on Trent  
Staffordshire  
ST8 6AG  
Tel: 03004042988  
[www.biddulphdoctors.nhs.uk](http://www.biddulphdoctors.nhs.uk)

Date of inspection visit: 20 Jan 2020  
Date of publication: 24/02/2020

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 previously carried out an announced, comprehensive of Biddulphdoctors on 14 August 2015 and rated the practice as good overall and in all five key questions. We made three best practice recommendations:

- Ensure that copies of certificates of staff qualifications are retained within the practice.
- Ensure that disease modifying medicine prescribing processes including sight of patients' blood results are documented and any risks identified are mitigated between the prescriber and rheumatology department.
- Consider improvements to the practice continuity plan.

The full comprehensive report for the inspection in August 2015 can be found by selecting the 'all reports' link for Biddulphdoctors on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We carried out an announced, focused inspection at Biddulphdoctors on 20 January 2020 as part of our inspection programme. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: safe, effective and well-led. Due to assurances we received from our review of information, we carried forward the ratings of good for the following key questions: caring and responsive from our previous inspection.

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 good overall and in all key questions. We rated each population group as good.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There was a system in place for reporting, investigating and sharing learning from significant events. However, an overall system for reviewing trends over time was not in place.
- Patients received effective care and treatment that met their needs.
- The practice had a comprehensive programme of quality improvement and used information about care and treatment to make improvements.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The three best practice recommendations identified at our previous inspection had been appropriately addressed.

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

- Update their safeguarding policy for children to include categories of abuse and update all of their safeguarding policies to take into account patients accessing online services.
- Add alerts to the records of parents of children where safeguarding concerns have been identified.
- Introduce an overall system for reviewing trends in significant events over time.

**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

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

## Background to biddulphdoctors

Biddulphdoctors is located in North Staffordshire at Biddulph Primary Care Centre, Wharf Road, Stoke-on-Trent, Staffordshire, ST8 6AG. The practice has good transport links and there is a pharmacy close to the health centre.

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

Biddulphdoctors is situated within the North Staffordshire Clinical Commissioning Group (CCG) and provides services to approximately 11,073 patients under the terms of a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services to the local community.

The practice employs three male GP partners and two female GP partners, two female salaried GPs, an

advanced nurse practitioner, a practice matron, three practice nurses, two health care support assistants, a clinical pharmacist, a practice manager and 14 administrative staff covering a range of hours.

The practice area is one of low deprivation when compared with the national and local CCG area. Demographically the practice population distribution is comparable with the CCG and national averages however, 24.6% of patients were over 65 years which was higher than the national average of 17.3%. The general practice profile shows that the percentage of patients with a long-standing health condition is 51% which is comparable with the local CCG average of 55% and the national average of 51%. The National General Practice Profile describes the practice ethnicity as being 98.8% white British, 0.4% Asian, 0.1% black, 0.6% mixed race and 0% other non-white ethnicities. Average life expectancy is 78 years for men and 82 years for women compared to the national average of 79 and 83 years respectively.