

# Rooley Lane Medical Centre

## Inspection report

Rooley Lane  
Bradford  
West Yorkshire  
BD4 7SS

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[www.rooleylanemedicalcentre.co.uk](http://www.rooleylanemedicalcentre.co.uk)

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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 at Rooley Lane Medical Centre on 20 February 2019 as part of our inspection programme. At our previous inspection, carried out in January 2015 the practice received a rating of Good overall.

Our judgement of the quality of care at this service is based 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.**

We concluded that:

- There were well established processes for identifying, reporting and learning from significant events and near misses.
- The practice made optimum use of bespoke clinical pathways and protocols which incorporated up to date clinical guidelines.
- There was engagement with the wider health economy, in the form of a Community Partnership, and by making good use of Practice Health Champions.
- Patient feedback we saw and heard demonstrated a high level of satisfaction with the care provided by the practice.
- A range of quality improvement activities demonstrated improved patient outcomes.
- Staff told us they felt supported, and were proud to work at the practice.

However, we also found that:

- A fire risk assessment had been completed. However, we noted that not all fire exits were fully accessible to patients. Following our feedback, the practice provided evidence to show that the identified issues had been rectified.
- Infection prevention and control (IPC) measures were not sufficiently thorough in all cases. Following our feedback new IPC tools were developed, and measures implemented to address all issues.
- Systems for documenting and acting upon anomalies in vaccine refrigerator temperatures were not always sufficiently clear. Following our feedback, the practice provided evidence to show their systems had been improved.

The area where the provider **should** make improvements is:

- Review, and take steps to improve their exception reporting rates for patients living with diabetes, hypertension and mental health issues. This is to assure themselves that these patients are receiving the care and treatment they require.

## **Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**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

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

## Background to Rooley Lane Medical Centre

Rooley Lane Medical Centre is located at Rooley Lane, Bradford, West Yorkshire BD4 7SS. The website for the practice is [www.rooleylanemedicalcentre.co.uk](http://www.rooleylanemedicalcentre.co.uk).

The practice is registered with the Care Quality Commission to carry out the following regulated activities:

- Diagnostic and screening procedures
- Family planning
- Surgical procedures
- Maternity and midwifery services
- Treatment of disease, disorder or injury

There are currently 7,591 patients registered at the practice. The practice provides Personal Medical Services (PMS) under a locally agreed contract with NHS England.

The Public Health National General Practice Profile shows that around 15% of the patient population is of Asian origin, with around 9% of mixed, black, or other ethnicity. The level of deprivation in the practice population is rated as one, on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest. People living in more deprived areas tend to have greater need for the use of health services.

The age/sex distribution of the practice population shows a higher than average proportion of patients aged under four years, at 8% compared to the CCG average of 7% and the national average of 6%. There are higher than average levels of unemployment, at 11%, compared with the local average of 7% and the national average of 5%.

The practice offers a range of enhanced services which include minor surgery and childhood vaccinations and immunisations.

The clinical team is made up of three GP partners, two male and one female, two salaried GPs, both female, one nurse practitioner, three practice nurses, one health care assistant and one apprentice health care assistant, all of whom are female.

Non-clinical support is provided by a practice manager, IT & data manager, office manager (soon to become reception lead), and a range of administrative, secretarial and reception staff.

Practice opening times are:

Monday to Friday 8am to 6pm

Extended hours opening are:

Tuesday, Thursday and Friday 7am to 8am for pre-booked appointments.

The practice is housed in purpose built premises, adjacent to another GP practice, with shared car parking facilities which include dedicated disabled parking spaces. It is a two-storey building, with all patient and clinical areas located on the ground floor, which are accessible to patients with mobility difficulties, or those using wheelchairs. The practice is accessible via public transport.

Out of hours care is provided by Local Care Direct which is accessed by calling the surgery telephone number, or by calling the NHS 111 service.

When we returned to the practice, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice website. Following our feedback, the ratings were also made available to patients visiting the practice premises.