

Baildon Medical Practice

Inspection report

Newton Way
Baildon
ShIPLEY
BD17 5NH
Tel: 01274581979

Date of inspection visit: 09 November 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 safe?

Requires Improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Baildon Medical Practice on 9 and 10 November 2023. Following this inspection, we rated the location as good overall.

Safe – Requires Improvement

Effective - Good

Caring – Good

Responsive – Good

Well-led - Good

Following our previous inspection on 20 October 2015, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Baildon Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

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.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A shorter site visit.
- Reviewing staff questionnaires.

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.

We have rated this practice as good overall.

Overall summary

We found that:

- Patients received effective care and treatment that met their needs.
- There were systems in place to safeguard children and vulnerable adults from abuse and staff we spoke with knew how to identify and report safeguarding concerns.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- Data from the National GP Patient Survey 2023 showed that patient satisfaction results for the practice were higher than local and national averages.
- The practice had achieved good prescribing outcomes as some of their prescribing was below local and national averages.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Improve the oversight and management of premises and health and safety requirements.
- Take steps to improve procedures for medicines management and patient reviews.
- Take action to ensure that relevant staff members undertake fire marshal training.

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 Care Quality Commission (CQC) inspector who spoke with staff using video conferencing facilities. An onsite inspection was undertaken by a CQC inspector and a regulatory coordinator. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Baildon Medical Practice

Baildon Medical Practice is located at 10 Newton Way, Baildon, Shipley, BD17 5NH. It is a purpose-built medical centre. The premises are accessible and upper floors can be accessed either by the stairs or lift.

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

Baildon Medical Practice is a 6-partner organisation providing services to a patient list of approximately 9,400 patients. The practice holds a Primary Medical Services (PMS) contract.

The practice is situated within the NHS West Yorkshire Integrated Care Board (ICB) and is part of a wider network of GP practices, known as a Primary Care Network (PCN). The practice sits within the Bingley Bubble PCN.

Information published by Public Health England shows that deprivation within the practice population group is in decile 9 (on a scale of 1 to 10). The lower the decile the more deprived the practice population is. According to the latest available data, the ethnic make-up of the practice area is 96% white, 2% Asian, and 2% other.

The practice team consists of 6 GP partners. They are supported by 4 salaried GPs and one regular locum GP. There are 3 practice nurses and 2 healthcare assistants. The clinical team is supported by a practice manager, an assistant practice manager, a business manager, 5 GP assistants and 8 care-coordinators (1 of whom is also trained as a phlebotomist). Pharmacy support is provided by the PCN.

The practice opening times are Monday to Friday 8.15am to 6.00pm. Enhanced access is provided by the practice on Fridays from 8.30am to 11.10am. A total of 48.5 hours per week of extended access is also provided Monday to Saturday by Bradford Care Alliance. Appointment times at the practice are between 8.30am and 5.50pm. Patients can book appointments at the practice, via telephone, or online, and these can be booked on the day or in advance. The practice offers both face-to-face and telephone appointments.