

Banbury Cross Health Centre

Inspection report

South Bar House
South Bar Street
Banbury
OX16 9AD
Tel: 01295256261

Date of inspection visit: 4 May 2022
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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 Banbury Cross Health Centre on 4 May 2022. This was to provide a rating and undertake the first inspection of the location since it registered in 2019. Overall, the practice is rated as Good.

Safe - Requires improvement

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

This inspection was required to provide a rating and ensure services were meeting the essential standards required.

How we carried out the inspection.

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- 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.

We have rated this practice as Good overall

We found that:

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- We identified some risks associated with the monitoring of high risk medicines.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Patients could access care and treatment in a timely way.
- The practice was led and managed in a way that promoted the delivery of high-quality, person-centre care.
- There was an inclusive culture which encouraged innovation.

We found one breach of regulations. The provider **must**:

- Ensure care is provided in a safe way to patients.

We found examples of outstanding practice

- The practice had examples of having a holistic approach to supporting patients which went beyond regular healthcare. The leaders and staff were encouraged and able to proactively identify ongoing improvements to provide a wide range of support to patients and improve uptake of care. For example,
 - A clinic solely for asylum seekers was provided, including interpretation services, where support such as healthcare, assistance with Home-Office paperwork and applications and wellbeing advice was offered.
 - The social prescribers were involved in audit activity such as a frequent attenders audit to identify alternative support for patients who requested high numbers of appointments.
 - A monthly search of patients who may potentially fall out of schedule with their child immunisations was undertaken and a phone call to the parents' of these patients was made to book the child's immunisations and to give an opportunity to discuss any concerns they may have. An empty clinic was provided for the immunisations' nurse so they could book patients in immediately if convenient. In addition if a child was booked and did not attend, a nurse contacted the parent/guardian on day of appointment by phone and then text and rebooks if able.

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

Our inspection team

Our inspection team was led by a CQC lead inspector and included a nurse specialist advisor and a GP specialist advisor. We spoke with staff using video conferencing facilities, requested evidence to be submitted prior to the inspection and undertook a site visit. The nurse specialist advisor and CQC inspector interviewed staff onsite and obtained evidence at the site visit. The GP specialist advisor completed clinical searches and records reviews without visiting the location.

Background to Banbury Cross Health Centre

Banbury Cross Health Centre is located at:

Southbar House

Banbury

OX16 9AD

The practice has a branch surgery at:

58 Bridge Street

Banbury

Oxfordshire

OX16 5QB

We only visited Southbar House as part of this inspection because the location at Bridge Street was temporarily closed.

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. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery, although the branch surgery is temporarily closed.

The practice is situated within the Oxfordshire Clinical Commissioning Group (CCG) and provides services to a patient population of approximately 40,000 patients. This is part of a contract held with NHS England.

The practice is a primary care network of its own. The practice formed in 2019 from three practices including two in Southbar House. They merged the patient lists over a period of months and deployed resources to ensuring consistent care monitoring processes were in place.

National data shows that deprivation within the practice population group is in the sixth lowest decile (six of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 91% White, 6% Asian and 1.4 % Black.

There is a team of 19 GPs who provide care at both practices (12.6 whole time equivalent). The practice has a team of nurses including advanced nurse practitioners, practice nurses and nurse prescribers, supported by healthcare assistants. The GPs are supported at the practice by a team of reception, call handling and administration staff. The practice management team have delegated responsibilities across both sites.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments for specific requirements such as blood tests. The appointment system was significantly altered due to the pressures associated with the pandemic.

Extended access was halted during the pandemic to enable core service provision and to enable the COVID-19 vaccination programme to be delivered locally.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider was failing to provide care in a safe way for service users. They were not assessing the risks to the health and safety of service users in receiving care or treatment or doing all that is reasonably practicable to mitigate any such risks. Specifically in relation to the monitoring of repeat prescribing of high risk medicines.</p> <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	