

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: 11 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?	Good	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Requires Improvement	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Emersons Green Medical Centre on 11 May 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Requires Improvement

Well-led - Good

Following our previous inspection on 26 May 2021, the practice was rated Requires Improvement overall and for the key questions, with the exception of Caring, which was rated as Good. We did not inspect the Caring domain at this inspection and brought the rating forward.

We issued the provider with requirement notices for breaches of Regulations of the Health and Social Care Act 2008 (regulated Activities) regulations 2014, related to monitoring of patients, recruitment processes, staff training and oversight of systems and processes. We also issued a letter of intent regarding the monitoring of patients on complex medicines.

We received an action plan from the provider which detailed how they intended to meet the Regulations. We have continued to monitor the provider's progress against their action plan which included regular meetings with the provider.

The full reports for 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.

This inspection was a focused inspection to follow up on:

- The safe, effective, responsive and well led key questions
- The breach of Regulation 17 – good governance and Regulation 12 – safe care and treatment of the HSCA (RA) Regulations 2014 identified at a previous inspection in May 2021.

How we carried out the inspection/review

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.

Overall summary

This included:

- Conducting staff interviews using video conferencing and discussions while on site
- 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:

- The practice had taken action to address the improvements required which were identified in our last inspection. The practice had developed an action plan which identified areas of work to improve services. Since the last inspection we had engaged with the practice during monitoring meetings. During these meetings the practice had provided assurances of how the action plan was being reviewed, developed and actions completed.
- At this inspection the practice demonstrated how they provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic
- The practice responded to patient feedback about access by implementing new systems to monitor call volume and offer additional electronic consultations... However, concerns continued to be raised by patients regarding access to the service by telephone.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- The provider should continue to review ways to capture patient feedback and use this to enhance services. For example through re-establishing a regular Patient Participation Group and identifying ways to enhance patient satisfaction about accessing services.
- The provider should continue to embed systems and processes into the governance of the practice so that processes are consistently completed, provide assurance and managed in line with policies and procedures. For example: monitoring of patients on high risk medicines, national safety alerts monitored and recorded, completion of the risk register to show outcomes and closed risks, all staff should follow the complaints process.
- The provider should continue to monitor access to the practice by telephone and continue to develop and embed measures taken to improve patient access.
- The provider should monitor training to ensure staff training is up to date and reflects changes in national and local guidance.

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

Overall summary

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 a second inspector who spoke with staff using video conferencing facilities and undertook a site visit. 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 Emersons Green Medical Centre

Emerson 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 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 Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (**APMS**) to a patient population of about 11,600. 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 3.2% 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 reception/administration staff. The practice manager, operations and compliance managers provide managerial oversight.

The practice is open between 8 am to 6.30 pm Monday, Wednesday, Thursday and Friday and from 8am to 8pm on Tuesdays. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.