

Horton Bank Practice

Inspection report

1220 Great Horton Road
Bradford
West Yorkshire
BD7 4PL
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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 Horton Bank Practice on 20 March 2019, as part of our inspection programme. The practice was previously inspected by the Care Quality Commission in February 2015, and 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:

- Systems were in place to report, record and learn from significant incidents.
- Staff told us they felt supported by the leadership team. We heard of examples where staff had been encouraged to develop in their role.
- Patient feedback was positive in relation to the care and treatment they received at the practice. However, some patients told us they found the waiting time for their appointment in the same day assessment clinic frustrating.

- There was a proactive patient participation group who supported the practice in developing and delivering services; including efforts to help combat social isolation and loneliness. For example, through a local walking group.

The areas where the provider **should** make improvements are:

- Review and improve the approach to infection prevention and control to be assured that risks are suitably assessed and acted upon.
- Review and improve the approach to identifying carers from the practice population and identify to how best act on their needs.
- Review and improve the approach to complaints to ensure that verbal complaints are recorded, all complaints are acknowledged within statutory timescales and that written responses address all issues of complaint.

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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

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 Horton Bank Practice

Horton Bank Practice is located at 1220 Great Horton Road, Bradford BD7 4PL. The website for the practice .

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

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

There are currently 7,986 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 74% of the practice population are of White British ethnicity; with around 26% made up of Asian, black, mixed ethnicity or other races including people from Eastern Europe. The level of deprivation within the practice population is rated as three on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest.

The age/sex profile of the practice is largely in line with national averages. The average life expectancy for

patients at the practice is 78 years for men and 82 years for women, which is the same as the local average and slightly lower than the national average of 79 years for men and 83 years for women.

The practice offers a range of enhanced services which include a full range of contraceptive services, travel vaccinations and childhood vaccinations and immunisations.

The clinical team is made up of two GP partners and three salaried GPs, who are all female. A male GP is available as a regular locum for patients who prefer to see a male GP. There is one advanced nurse practitioner, two practice nurses and one health care assistant and a phlebotomist; all of whom are female.

Supporting the clinicians is a practice manager, assistant practice manager, and a range of administrative and reception staff.

Practice opening times are:

Monday to Friday 7.30am to 6pm

The practice is located in purpose-built premises, which are owned by the partners. The building was constructed in 1991 and has been extended several times to increase

capacity. All patient areas are located on the ground floor and are accessible for people with mobility problems, or those using a wheelchair. Car parking is available on site, and the practice is accessible by 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.

The provider also offers extended access services from 6pm-9.30pm Monday to Friday and 9am to 1pm on Saturday and Sunday via local hub arrangements.

When we returned to the practice, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.