

The Avicenna Medical Practice

Inspection report

Barkerend Health Centre
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Bradford
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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 summary

We carried out an announced comprehensive inspection at The Avicenna Medical Practice on 24 October 2018. The overall rating for the practice was inadequate. The full comprehensive report on the October 2018 inspection can be found by selecting the 'all reports' link for The Avicenna Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced focused inspection, carried out on 16 April 2019 to review actions taken by the provider in response to the warning notices issued by the Care Quality Commission after the October inspection. We issued warning notices for breaches of Regulation 12 (Safe care and treatment) and Regulation 18 (Staffing).

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- evidence provided to us by the practice

We found that:

- Patient Group Directions (PGDs) were now in place for staff who were not authorised by their profession to administer vaccines unless they are covered by a PGD.
- The provider had reviewed and improved the system for the documentation, discussion, review and manage of significant events.
- All staff had now completed child and adult safeguarding training.
- Mandatory training had been reviewed and completed in line with the practice policy.

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

Our inspection team

Our inspection team was led by a CQC lead inspector and included a second CQC inspector.

Background to The Avicenna Medical Practice

The Avicenna Medical Practice is situated within Barkerend Health Centre, Barkerend Road, Bradford, BD3 8QH and provides services for 6,986 patients. The practice is located within a purpose-built health centre which is easily accessible and has car parking. There are several pharmacies within close walking distance.

The surgery is situated within the Bradford City Clinical Commissioning group (CCG) and provides services under the terms of a primary medical services (PMS) contract. This is a contract between general practices and Bradford City Clinical Commissioning group for delivering services to the local community. The practice website address is <http://www.avicennamedicalpractice.co.uk>.

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

Within the practice population 39% of patients are aged under 18 years of age, (CCG average 31%, national average 21%), with a lower than average number of patients aged between 50 and 89 when compared to CCG and national averages.

The National General Practice Profile states that 73% of the practice population is from an Asian background with a further 6% of the population originating from black, mixed or other non-white ethnic groups.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Nationally, the average number of times a person visits their GP in a year is five. CCG statistics show that in Bradford City the average number of visits is between nine and 11. People living in more deprived areas tend to have a greater need for health services. Bradford City CCG is the most deprived area in England,

Male life expectancy is 73 years compared to the national average of 79 years. Female life expectancy is 80 years compared to the national average of 83 years.

There are two part time male GP partners who work at the practice. There is one additional part time salaried GP who is female. In addition, there are three full time advanced practitioners, one male and one female, one part time triage nurse practitioner and one full time trainee advanced nurse practitioner. There are two full time and two part time female nursing staff at the practice which also employs two part time female HCA's and two part time pharmacist practitioners (one male, one female). The clinical team is supported by the practice business manager and a team of reception and administration staff.

The reception at The Avicenna Medical Practice is open between 7.30am- 6.30pm Monday to Friday. Appointments are available during morning and afternoon clinics.

The practice is involved in a local GP federation which provides extended hours access seven days per week at three locations across the CCG. Appointments are available between 6.30pm and 9.30pm on weeknights and from 10am to 1pm at weekends. Patients can be referred to a range of health professionals including GPs, nurses, phlebotomy services and physiotherapists.

Out-of-hours treatment can be accessed by calling the surgery telephone number or contacting the NHS 111 service.

During our inspection we saw that the provider was displaying the previously awarded ratings in the practice and on their website.