

Bishopston Medical Practice

Inspection report

43 Nevil Road

Bristol

BS7 9EG

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www.bishopstonmedicalpractice.nhs.uk

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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Bishopston Medical Practice on 24 April 2019 as part of our inspection programme.

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 requires improvement overall.

We rated the practice as requires improvement for providing safe services.

We found that:

- Prescripion security was not effective.
- The practice could not always be assured that necessary actions had been taken in relation to safety alerts.

We rated the practice as requires improvement for providing well led services.

We found that:

- Practice processes to ensure significant events are dealt with in line with practice policy was not embedded.
- Practice processes to record and act on medicine alerts was not embedded.

We rated the practice as good for providing effective, caring and responsive services.

We found that:

- 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 organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

These areas affected all population groups so we have rated all population groups.

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

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

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

- Ensure appropriate processes are in place and followed to share learning from incidents.
- Ensure responses to complaints are consistent and in line with practice policy.
- Continue to improve uptake of annual reviews for patients diagnosed with diabetes and those experiencing poor mental health.
- Take actions to improve the number of patients identified as carers.
- Improve blank prescription security.
- Review practice processes to follow up patients experiencing poor mental health who fail to attend for administration of long-term medication.

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

Rosie Benneyworth

Chief Inspector of PMS 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 CQC lead inspector.
The team included a GP specialist and a practice nurse specialist advisor.

Background to Bishopston Medical Practice

Bishopston Medical Practice is located at 43 Nevil Road, Bishopston, Bristol, BS7 9EG.

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.

Bishopston Medical Practice is situated within the Bristol, North Somerset and South Gloucestershire clinical commissioning group and provides services to approximately 9,700 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

In February 2018 the practice was taken over by Brisdoc. Brisdoc is a Limited company which provides a number of healthcare services including GP out of hours.

The practice clinical team consists of seven salaried GPs, one nurse manager, two practice nurses, one clinical pharmacist, two healthcare assistants and one phlebotomist. The administration team is supported by a practice manager.

Out of hours services are provided by Brisdoc.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>The practice was not doing all that was reasonably practicable to mitigate risks.</p> <p>In particular we found:</p> <ul style="list-style-type: none">• The practice's process for recording and acting on Medicines and Healthcare products Regulatory Agency alerts was not embedded which did not ensure that patients were kept safe. <p>This was in breach of Regulation 12(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>