

Banbury Cross Health Centre

Inspection report

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

Date of inspection visit: Review date: 23 May
Date of publication: 09/06/2023

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



Overall summary

We carried out an announced focused inspection on 23 May 2023 at Banbury Cross Health Centre. This was to follow up on a breach of regulation and provide a revised rating for the key question of Safe (previously rated requires improvement), following a comprehensive inspection in May 2022. Overall, the practice is rated as Good.

Ratings:

Safe - Good

How we carried out the inspection.

This inspection was carried out remotely. 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.

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 was ensuring that prescribing medicines to patients was done safely. There was appropriate monitoring of patients prescribed high risk medicines.

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

- Review the recording of routine medicine reviews.
- Review the process for following up on patients with Asthma who had been prescribed rescue steroids.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Healthcare

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor. We spoke with staff using video conferencing facilities, 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

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 Buckinghamshire, Oxfordshire and Berkshire Integrated Care Board (ICB) and provides services to a patient population of approximately 40,000 patients. This is part of a contract held with NHS England.

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.