

Banbury Road Medical Centre

Inspection report

172 Banbury Road
Oxford
Oxfordshire
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www.banburyroadmc.nhs.uk

We have not revisited the service as part of this review because the service was able to demonstrate that they were meeting the regulations associated with the Health and Social Care Act 2008 without the need for a visit.

Date of publication: 30/09/2020

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 undertook a Desk Based Review in August 2020.

At our last comprehensive inspection in December 2019, we rated this practice as Good overall and for all population groups, except for the Safe domain and people experiencing poor mental health, which we rated requires improvement. We issued a requirement notice due to a breach of regulations.

At this review we identified improvements had been made and have issued a rating of Good for the population group people experiencing poor mental health and the Safe domain. We found the practice was meeting requirements of regulations.

We based our rating on:

- information from our ongoing monitoring of data about services and
- information sent to us from the provider.

We are mindful of the impact of Covid-19 pandemic on our regulatory function. This means we have taken account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what type of inspection is necessary and proportionate, this was therefore a desk-based review.

At this inspection we found:

- There were improvements in the monitoring of patients with depression.

- Training required by the safeguarding lead had been undertaken.
- The monitoring of vaccines which required refrigeration was appropriate.
- Samples sent to laboratories following minor surgery were followed up to ensure they were acted on.

The provider took action regarding areas we suggested they should consider improvements:

- A review of access to computer screens at reception led to improvements in prompting and training staff to follow privacy protocols and a plan to install privacy glass at reception to reduce the risk of computer screens being seen from outside.
- The practice's clinical personalised care adjustments rate (exception rate) had reduced from 2018/19 to 2019/20, from 9.6% to 6.5% respectively (national average for 2020 was 11.6%)
- Audits undertaken in 2019 continued to be repeated and completed to identify areas of quality improvement.

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

People experiencing poor mental health (including people with dementia)

Good



Our inspection team

This desk based review was completed by a CQC Inspector.

Background to Banbury Road Medical Centre

Banbury Road Medical Centre is located at 172 Banbury Road, Oxford, Oxfordshire, OX2 7BT.

Banbury Road Medical Practice has approximately 9,000 registered patients. The practice is located in a converted house with a modern extension to the rear where consultation and treatment rooms are located.

The practice population has minimal deprivation. There is a proportion of students who study at Oxford University and young professionals registered at the practice. This makes the proportion of patients aged between 15-44 much higher than the national average. The practice population is transient due to students joining and leaving the practice. The proportion of patients with a long standing health condition is 35% compared to the national average of 54%.

There are two partners and three salaried GPs at the practice. There is a practice nurse and health care assistant. There is a mixture of male and female clinical staff. The clinical team is supported by administration and reception staff, managed by a practice manager.

The practice is open between 8.00am and 6.30pm Monday to Friday. Extended hours appointments are available on a pre-bookable basis on Saturday mornings.

The practice does not offer out of hours treatment for their patients. Patients can access out of hours services by contacting the NHS 111 service.

The partnership is registered to provide Diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease disorder and injury.