

Hollow Way Medical Centre

Inspection report

18 Ivy Close

Cowley

Oxford

Oxfordshire

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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 focused inspection at Hollow Way Medical Centre on 17 June 2019. This was to identify if improvements required during a comprehensive inspection in November 2018 had been made. The practice received a rating of good overall following the November 2018 inspection and requires improvement for being well-led. Following this inspection we have rated the practice as good for being well-led.

We undertook an annual regulatory review of the practice in May 2019 as per our new methodology. This identified no new risks, however, the practice required an inspection due to the breaches of regulation identified in November 2018.

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 found that:

- The practice had reviewed specific governance systems to ensure that patients always received safe and effective care.

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

This inspection was undertaken by an inspector.

Background to Hollow Way Medical Centre

Hollow Way Medical Centre is located on Ivy Close, Cowley, Oxford, OX4 2NB.

The practice has a population of approximately 9,000. There are a lower proportion of patients over 75 years of age (6%) compared to the national average (8%). There are a higher proportion of patients between the ages of 20 to 35 registered at the practice.

Data shows the practice community is among the top 10 most deprived in Oxfordshire. The local population is diverse with patients registered from a variety of ethnic backgrounds. The practice is the highest user of language line (interpreter service) in Oxfordshire. The practice also has a high number of patients with mental health problems, learning disabilities and children in need.

The practice has seven GPs (four females and three males) and six of the GPs are partners. There is also a part time practice manager, three part time administrators, 6 receptionists, two workflow admin assistants, a notes summariser, three practice nurses, a pharmacist and a health care assistant working at the practice.

The practice is a training practice and there are two trainee GPs currently working at the practice – one male and one female. There are a range of visiting professionals including; a midwife, counsellor, MIND

wellbeing worker, specialist nurse for substance misuse, Social Prescriber and Benefits in Practice (Citizens Advice) advisor who attend the practice on one or two days a week.

The practice has a General Medical Services contract. These contracts are negotiated between NHS England and the national GP negotiators.

The practice is open between 8.30am and 6.30pm. There is a GP on call between 8am and 8.30am and a means of patients being referred to the GP if they had an urgent concern. Extended hours appointments are provided by late evening telephone calls Monday to Friday. There is a 7 Day Access service provided for Oxford City by OxFed which provides evening and weekend appointments. The locations rotate around practices in Oxford City. One of the current locations for evening surgeries is Hollow Way Medical Centre on Tuesdays and Fridays. There are arrangements in place for patients to access emergency care from an Out of Hours provider.

Hollow Way Medical Centre is registered to provide the regulated activities of treatment of disease, disorder and injury, maternity and midwifery services, family planning, diagnostic and screening procedures and surgical procedures.