

Tong Medical Practice

Inspection report

2 Procter Street
Bradford
West Yorkshire
BD4 9QA
Tel: 01274471312
<https://www.tongmedicalpractice.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

Outstanding 

Are services effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Effective
- Well Led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe : Good
- Responsive (overall and for all population groups): Outstanding
- Caring: Outstanding

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 Outstanding overall and Outstanding for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. There were clear and effective processes for managing risks, issues and performance.

- Patients received effective care and treatment that met their needs. The practice understood the specific needs and challenges faced by their population group. They continually reviewed services and outcomes for patients. Workarounds and additional support was in place to encourage patients to attend appointments for screening, immunisations and reviews.
- The practice had a clear organisational structure and regular documented meetings within the team and with external stakeholders.
- The practice had an active and engaged patient participation group. We saw that the views of patients, staff and external partners views were sought and acted upon.
- Staff reported they felt supported by leaders at the practice and each other.

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

- Improve the uptake of childhood immunisations at the practice and ensure that the World Health Organisation minimum target of 90% is met.
- Continue to review and improve the uptake of cancer screening at the practice including breast, bowel and cervical screening.

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

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	Outstanding	
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 advisor and a second CQC inspector.

Background to Tong Medical Practice

Tong Medical Practice is situated at 2 Proctor Street, BD4 9QA, Bradford, West Yorkshire and provides services for 8,955 registered patients. This is a purpose built health centre, which is accessible with car parking and a pharmacy nearby. The surgery is accessible by public transport.

The surgery is situated within the Bradford Districts 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 primary care organisations for delivering services to the local community.

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

Practice figures show a diverse population with 57% of the population identifying as British, white British or mixed British. In addition, 14% of the population identified as black, Asian or mixed descent and the practice also supports a growing population of eastern European patients.

The practice supported above average numbers of children, 28% of the population was aged 18 or under which was above the CCG average of 24% and the national average of 21%.

Information published by Public Health England, rates the level of deprivation within the practice population as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. People living in more deprived areas tend to have a greater need for health services. Male life expectancy is 75 years compared to the national average of 79 years. Female life expectancy is 79.5 years compared to the national average of 83 years.

Tong Medical Practice is a partnership consisting of two full time GPs, (one male and one female). There is a female salaried GP who is currently on maternity leave and two male long term locums who both work part time. In addition, there are two full time Advanced Nurse Practitioners (ANPs), one male and one female, two practice nurses and two healthcare assistants (HCA) all of whom are female. There is also a full-time business manager and a team of reception and administration staff.

The reception at Tong Medical Practice is open between 8am and 6pm Monday to Friday. A range of appointments are available during morning and afternoon clinics and

commence at 7.30am each week day. Pre-bookable appointments were available to all patients at additional locations within the city, as the practice is a member of a GP federation.

Appointments are available between 6.30pm and 9.30pm Monday to Friday and Saturday and Sunday, 10am until 1pm. Patients can see a range of practitioners including a physiotherapist, a mental health worker, a phlebotomist, nurses and GPs.

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.