

# The Armada Family Practice

## Quality Report

Whitchurch Health Centre

Armada Road

Whitchurch

Bristol BS14 0SU

Tel: 01275 832285

Website: [www.armadapractice.co.uk](http://www.armadapractice.co.uk)

Date of inspection visit: 5 February 2016

Date of publication: 25/02/2016

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 service

Good



Are services safe?

Good



# Summary of findings

## Contents

### Summary of this inspection

Overall summary	Page 2
The five questions we ask and what we found	3

### Detailed findings from this inspection

Our inspection team	4
Background to The Armada Family Practice	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at the Armada Family Practice on the 3 November 2015. Overall the practice is rated as good but the safe domain was rated as requires improvement. This was because not all the personnel employed to carry on the regulated activity had the appropriate checks through the Disclosure and Barring Service and the practice did not hold the required specified information in respect of persons employed by the practice as listed in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We carried out a desktop inspection on 5 February 2016 to review the action the provider had taken to address these issues.

Our key findings were as follows:

- The provider had undertaken the appropriate checks through the Disclosure and Barring Service and ensured the required information was available in personnel files.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

We found the provider had taken actions to provide a safe service following our comprehensive inspection of the practice in November 2015.

**Good**



# The Armada Family Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to The Armada Family Practice

Armada Family Practice is located in a suburban area of Bristol. They have approximately 13714 patients registered.

The practice operates from one location:

Whitchurch Health Centre

Armada Road

Whitchurch

Bristol

It is sited in a leased purpose built health centre which is shared with other healthcare providers. The consulting and treatment rooms for the practice are situated on the ground floor. The practice has twelve consulting rooms, one for each GP Partner and one allocated for any trainee GPs on placement. There are treatment rooms (for use by nurses, health care assistants and phlebotomists); reception and records room; and a waiting room area. There is patient parking immediately outside the practice with spaces reserved for those with disabilities.

The practice is made up of five GP partners, six salaried GPs and the practice manager. They commission through the Whitchurch Health Centre organisation, two nurse practitioners, seven registered nurses, two healthcare assistants and a phlebotomist. The practice is supported by an administrative team consisting of medical

secretaries, receptionists and administrators also commissioned through the Whitchurch Health Centre organisation. The practice is open from 8.30am until 6.30pm Monday to Friday for on the day urgent and pre-booked routine GP and nurse appointments. Extended opening hours are available for prebookable appointments until 19:30 on three evenings per week. Patients with a new & urgent medical problem can be seen by a doctor or nurse practitioner during the Daily Open Clinic which is held every morning. Patients are allocated to the next available clinician in strict order however, emergencies will be dealt with as priority. The practice has a **telephone 'Advice Line' where** GPs and nurse practitioners provide telephone on the same working day.

The practice has a General Medical Services contract with NHS England (a nationally agreed contract negotiated between NHS England and the practice). The practice is contracted for a number of enhanced services including extended hours access, patient participation, immunisations and unplanned admission avoidance.

The practice is a training practice and also offers placements to medical students and trainee GPs.

The practice does not provide out of hour's services to its patients, this is provided by BrisDoc. Contact information for this service is available in the practice and on the website.

#### Patient Age Distribution

0-4 years old: 6.99% (higher than the national average)

5-14 years old: 10.71% (higher than the national average)

15-44 years old: 37.6%

45-64 years old: 26.55%

65-74 years old: 9.6% (higher than the national average)

75-84 years old: 5.75% (higher than the national average)

# Detailed findings

85+ years old: 2.8% (higher than the national average)

## Patient Gender Distribution

Male patients: 49.23 %

Female patients: 50.77 %

## Other Population Demographics

% of Patients in a Residential Home: 0.75 % (equating to 94 patients which is higher than the national average)

% of Patients on Disability Living Allowance: 5.62 % (higher than the national average)

% of Patients from BME populations: 0.91 %

## Practice List Demographics / Deprivation

Index of Multiple Deprivation 2010 (IMD): 20.46

Income Deprivation Affecting Children (IDACI): 0.19 – the practice has a high number of children living in poverty at 39% which is higher than the South Bristol average at 37% and the Bristol average of 24%.

Income Deprivation Affecting Older People (IDAOPI): 0.17

Living in relative poverty means that families tend to make lifestyle choices that are less healthy than those made by more affluent families. The impact for the practice was that they have a ratio of 7.7 appointments per patient per year which is above the national average of 5.3. The practice has a higher than average number of patients over 75 years but higher than average life expectancy compared to the rest of England, and high numbers of patients living with long term conditions.

## Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2015, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

## How we carried out this inspection

We carried out a comprehensive inspection of the practice in November 2015 when we issued a requirement notice. This notice was that the provider must make improvements in order to ensure services were safe for patients. The requirement notice was for the practice to implement the necessary changes to ensure patients who used the service were protected against the employment of unsuitable staff. We received an action plan from the provider on 2 December 2015 from the provider which identified all the actions required that they would be in place by 31 December 2015. This desktop inspection considered the actions taken by the provider in order to establish whether they had made the required improvements they needed to in order to provide safe services.

# Are services safe?

## Our findings

### Overview of safety systems and processes

We had found during our comprehensive inspection not all the personnel employed to carry on the regulated activity had the appropriate checks through the Disclosure and Barring Service and the practice did not hold the required specified information in respect of persons employed by

the practice as listed in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. As part of this desktop review the practice provided confirmation and scanned documentary evidence which indicated that the personnel files were complete and the appropriate checks through the Disclosure and Barring Service had been undertaken. The provider demonstrated they were aware of their responsibilities in this area for the future employment of new staff.