

Southmead and Henbury Family Practice

Inspection report

Southmead Health Centre
Ullswater Road, Southmead
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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

This practice is rated as Good overall. (Previous rating June 2016 – Good)

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive at Southmead Health Centre on 6 February 2019 as part of our inspection programme.

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.

At this inspection we found:

- The practice had invested in a highly skilled nursing team who were working to address health inequalities within the patient community. We saw an innovative project to address the high prevalence of diabetes which had improved outcomes for patients. However long-term condition management achievement was lower than the local and national averages.
- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.

- The practice had a good programme of ensuring that childhood immunisations courses were completed to provide full immunity. However they had not achieved the 90% coverage across the range of immunisations.
- Feedback from other health professionals and services demonstrated that the practice worked well with them and provided support in the interest of the best outcomes for patients. Patients could access assessment and treatment locally instead to the need to travel to other locations.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- There was a mutually supportive team of staff working well together with the aim of the best outcomes for patients.
- Staff were given the opportunity for professional development.

The areas where the provider **should** make improvements are:

- continue with developing an oversight of staff's immunisation status.
- continue to monitor that the changes implemented for safeguarding adults training and disclosure and barring checks are sustained.
- continue to monitor and improve the uptake of health screening to meet Public Health England cancer screening targets
- to review and appropriately reduce exception reporting for patients with long term conditions
- improve uptake of childhood immunisations to a level required for herd immunity

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Please refer to the report and the evidence tables for further information.

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a practice nurse specialist adviser.

Background to Southmead and Henbury Family Practice

The Southmead and Henbury Family Practice provide primary medical services across two sites. The main practice is

Southmead Health Centre

Ullswater Road,

Southmead

the second site is a branch surgery at

Willow Tree Surgery

Trevelyan Walk

Henbury. (We did not visit this site for this inspection)

The practice serves approximately 11,150 patients with a higher than average number of children registered. The practice is open from 8am to 6.30pm.

There are five partners and four salaried GP's comprising of eight females and one male. There is a practice business manager and assistant practice business manager. The nursing team are managed by a senior nurse manager and there is a business support team.

Information from Public Health England indicates the practice provides services in areas of high deprivation with higher than national rates for child poverty, older

people living in poverty and long-term unemployment. The Index of Multiple Deprivation 2015 is the official measure of relative deprivation for small areas in England. The Index of Multiple Deprivation for this area is 2 which is the second highest level of deprivation. The practice told us the average life expectancy for patients living in this area is 9.4 years less than neighbouring area Henleaze. The ethnicity of patients registered with the practice, 86% are White or White British, 6.2% are Asian or Asian British, 4.1% are Black or Black British, and 3.1% are mixed race and Other 0.6%.

The health centre is co-located with a range of other services including district nurses, health visitors the community matron, podiatry, speech therapy, community midwife and the community nurse for older people were all based within the Southmead Health Centre. The practice shared the building with a dental practice.

When the practice is not open patients can access treatment via the NHS 111 service.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.