

Barbourne Health Centre

Inspection report

44 Droitwich Road
Worcester
Worcestershire
WR3 7LH
Tel: 01905 22188
www.barbournehealthcentre.nhs.uk

Date of inspection visit: 13 Dec 2018
Date of publication: 29/01/2019

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 comprehensive inspection at Barbourne Health Centre on 13 December 2018 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.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines and best practice.
- There were comprehensive policies and procedures to support best practice.

- There was an open and transparent approach to safety and a system in place for recording, reporting and learning from significant events. 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.
- There was clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse and for identifying and mitigating risks of health and safety.
- There were clear responsibilities, roles and systems of accountability to support effective governance.
- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

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

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	Good	
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 adviser.

Background to Barbourne Health Centre

Barbourne Health Centre is located on the outskirts of Worcestershire. The practice primarily covers an area with good levels of employment. The practice has good transport links and there is a pharmacy, therapy clinic, non-surgical cosmetic clinic and services for secondary care located on-site.

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

Barbourne Health Centre is situated within the South Worcestershire Clinical Commissioning Group (CCG) and provides services to 11,515 patients under the terms of a General Medical Services (GMS) contract with NHS England.

Parking is available on-site and a chaperone service is available for patients who request the service. This is advertised throughout the practice.

The provider is a single handed male GP with five salaried GPs (a mixture of male and female), a pharmacist, a physician associate, an advanced nurse practitioner, four practice nurses and two health care assistant's. The

clinical team is supported by a practice manager, a business manager, a reception manager, a medical secretary and a team of IT, administrative and reception staff.

There are higher than average number of patients between the ages of 15-44. The National General Practice Profile states that 94% of the practice population is from a white background with a further 6% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as seventh, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open between 8am and 6.30pm Monday to Friday with extended opening on Monday and Tuesdays 7am until 8am. Home visits are available for patients who are too ill to attend the practice for appointments.

The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact Care UK via NHS 111.

The practice website can be viewed at:
www.barbournehealthcentre.nhs.uk