

Dr Okeahialam and Partners

Inspection report

81 Leylands Lane
Heaton
Bradford
West Yorkshire
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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 comprehensive inspection at Dr Okeahialam and Partners on 7 November 2019.

In February 2019, the provider was approached by NHS Bradford Districts Clinical Commissioning Group (CCG) to provide interim management of a local GP practice known as The Heaton Medical Practice. This practice had been inspected on 11 November 2018 and was rated inadequate overall and placed into special measures. Dr Okeahialam and Partners became the new provider of The Heaton Medical Practice on 1 August 2019. They were chosen as the preferred provider through a process managed by Bradford Districts CCG. The Heaton Medical Practice was registered as a location within Dr Okeahialam and Partners' registration with the Care Quality Commission (CQC).

When Dr Okeahialam and Partners were awarded the contract to manage The Heaton Medical Practice, numerous concerns had not been addressed by the previous provider. This included, but was not limited to, lack of systems and risk assessment to support the health and safety of patients; a lack of appropriate systems to safeguard children and vulnerable adults from abuse; the management of medicines and prescription stationery; provision of suitably qualified staff; lack of governance and the management of complaints.

We carried out an announced comprehensive inspection of Dr Okeahialam and Partners on 7 November 2019. During the inspection, we paid particular attention to the concerns and breaches that had been identified at The Heaton Medical Practice inspection. These related to Regulation 12: safe care and treatment, Regulation 17: good governance and Regulation 16: receiving and acting on complaints, of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2014. Requirement and warning notices had been issued to the previous provider in relation to those breaches.

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
- Information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups apart from people with long-term conditions, which we rated as requires improvement.

At this inspection on 7 November 2019, we found that:

- All issues and breaches of regulation, which had been previously noted at The Heaton Medical Practice location, had been acted upon. The new provider, Dr Okeahialam and Partners, had also responded to patient feedback and identified further areas for improvement within the service.
- The practice provided care in a way that kept patients safe and protected from avoidable harm. Staff told us they felt safe working at the practice and were supported by visible and approachable leaders.
- Patients received effective care and treatment that met their needs. Outcomes for patients were regularly monitored.
- The practice organised and delivered services to meet and respond to patients' needs. Patients could access care and treatment in a timely way.
- The leadership and management of the practice promoted the delivery of high-quality, compassionate, person-centred care.
- There was evidence of a mobilisation plan which the practice had used to support the development of The Heaton Medical Practice site. This was to ensure they had identified and actioned all issues.
- There was a proactive patient participation group, who worked with the practice to improve patients' experiences of the service.

We saw one area of outstanding practice:

- The practice patient participation group, supported by the practice, had established a support group for carers of people with a diagnosis of dementia. Funding support from local stakeholders had been acquired. The idea was in the early stages of being rolled out across the Bradford District.

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

- Update the final written response to complaints to include details of the Parliamentary and Health Service Ombudsman, should a patient wish to refer their complaint.

Overall summary

- Continue to review and improve systems for monitoring and supporting people with long-term conditions in relating to Quality Outcomes Framework (QOF).
- Continue to ensure all actions relating to infection prevention and control audits are completed.

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

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	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 consisted of a lead CQC inspector, a second CQC inspector and a GP specialist adviser.

Background to Dr Okeahialam and Partners

Dr Okeahialam and Partners are located at Leylands Medical Centre, 81 Leylands Lane, Heaton, Bradford BD9 5PZ. They have two branch locations situated at:

- Wrose Health Centre, Kings Road, Wrose, Bradford BD2 1QG
- Heaton Medical Practice, Haworth Road, Bradford BD9 6LL

All premises are leased, they are housed in purpose-built facilities with access to car parking onsite. The premises are situated within the local communities of Heaton and Wrose.

The practice is situated within the Bradford Districts CCG and is a member of a primary care network (PCN). The PCN is a group of local GP practices who work together to improve services for their patient populations. One of the GP partners is the clinical director for the PCN.

The practice currently provides services to approximately 19,000 patients under the terms of a locally agreed NHS Primary Medical Services (PMS) contract. The practice had seen an increase of over 5,000 patients since taking on Heaton Medical Practice. The patient population consists of 48% white, 45% Asian and the remaining 7% are from other ethnic groups. The patient demographics are largely comparable to CCG averages, with the exception of patients aged 18 years and under; which is currently 51.5% compared to 43.8% for the CCG.

The National General Practice Profile shows the level of deprivation within the practice demographics as being rated three. (This is based on a scale of one to ten, with one representing the highest level of deprivation.)

The practice clinical team consists of five GP partners (two females, three males), six salaried GPs (five females, one male), two GP registrars (both female), one advanced nurse practitioner, four practice nurses, four healthcare assistants (all of whom are female).

The non-clinical team consists of a general manager, a finance manager, 16 receptionists and ten administrators. In addition, the practice employs two physiotherapists.

The pr Leylands Medical Centre: Monday, Tuesday, Wednesday and Friday 08:30 to 18:00. Thursday 08:30 to 13:00 and 16:00 to 19:00

Wrose Health Centre: Monday, Wednesday, Friday 08:30 to 18:00. Tuesday 08:30 to 19:00. Thursday 08:30 to 13:00

Heaton Medical Practice: Monday, Wednesday, Friday 08:30 to 18:00. Tuesday 08:30 to 19:00. Thursday 08:30 to 13:00 and 16:00 to 18:00

Patients also have access to extended evening and weekend appointments via a local “hub” of practices, provided from three sites in Bradford.

Out-of-hours treatment can be accessed by contacting the NHS 111 service.

The practice provides a training environment for GP registrars and participates in the nursing training scheme.

The provider of the service is registered with CQC to deliver the regulated activities: diagnostic and screening procedures, treatment of disease, disorder or injury, family planning, maternity and midwifery services and surgical procedures.

During our inspection, we visited all three locations and saw that the previous awarded ratings were displayed and on the practice website

The practice opening times are:

The Leylands Medical Centre: Monday, Tuesday, Wednesday and Friday 08:30 to 18:00. Thursday 08:30 to 13:00 and 16:00 to 19:00

Wrose Health Centre: Monday, Wednesday, Friday 08:30 to 18:00. Tuesday 08:30 to 19:00. Thursday 08:30 to 13:00

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