

East Trees Health Centre

Inspection report

100A Fishponds Road
Eastville
Bristol
BS5 6SA
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www.easttreeshealthcentre.co.uk

Date of inspection visit: 17 Dec to 17 Dec 2018
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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 East Trees Health Centre on 17 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.
- Patients received effective care and treatment that met their needs.
- The practice was conscious of the diverse needs of the patient population and had ensured they had adapted to provide a service which was aware of specific requirements such as a translator onsite one day a week.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Take action to review the system for monitoring high risk medicines.
- Take action to review the medicines alert system so that action taken is auditable.
- Continue to take action to improve the uptake of health screening such as cervical smears, and increase immunisation rates.

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)	Requires improvement	
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 East Trees Health Centre

East Trees Health Centre is provided by the Maytrees Practice.

It has one location at

100a Fishponds Road,

Bristol BS5 6YA

The practice covers the areas of Easton, Eastville, Fishponds, Greenbank, Redfield, Stapleton, St. Werburghs, Whitehall and St Judes and has a practice population of 4,900 patients.

The South West UK Census data (2011) shows 55.4% of the population are recorded as being from the black or minority ethnic community.

Public Health England's national general practice profile shows the practice has a significantly higher population of patients aged under 18 years and a lower than average group of patients aged 65 or over at 14.6% which is lower than the England average of 27% over 65 years.

The practice population has high levels of deprivation. The Index of Multiple Deprivation 2015 is the official measure of relative deprivation for England. The practice population is ranked at decile 2 which is the second highest level of deprivation.

The practice is in a purpose built new health centre which is shared with another GP practice. There is level access into the practice and to all patient accessible areas; toilets are accessible with facilities for patients with disabilities and a baby changing area.

There are five partners (male and female) in the practice which included the practice manager. Additionally there is one salaried GP working in the practice. In addition there are two practice nurses, a phlebotomist (staff who carry out blood tests) and a health care assistant. The practice also employs a small team of reception and administrative staff including a medical secretary. These teams are supported by a practice manager and an assistant practice manager/medical secretary.

The practice is a training practice for medical students.

The practice has opted out of providing out-of-hours services to their own patients. Patients can access NHS 111 and out of hours services from information on the practice website.

The practice is registered to provide the following regulated activities:

Family planning

Diagnostic and screening procedures

Treatment of disease, disorder or injury



Surgical procedures



Maternity and midwifery services.