

Grange Medical Centre

Inspection report

1 Horton Grange Road
Bradford
BD7 3AH
Tel: 01274957908

Date of inspection visit: 23 September 2022
Date of publication: 02/11/2022

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?	Requires Improvement	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Grange Medical Centre on 22 and 23 September 2022. Overall, the practice is rated as Good

Safe - Good

Effective – Requires Improvement

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 5 April 2018, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Grange Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this comprehensive inspection in line with our inspection priorities.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting some staff interviews using video/telephone conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit to both the main location and branch surgery.
- Reviewing completed staff questionnaires.
- Speaking with patients and reviewing their feedback.

Our findings

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

Overall summary

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

We found that:

- There were systems in place to safeguard children and vulnerable adults from abuse and staff we spoke with knew how to identify and report safeguarding concerns.
- Leaders reviewed the effectiveness and appropriateness of the care the service provided. They ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice adjusted how services were delivered to meet the needs of patients during the COVID-19 pandemic. Patients were able to access care and treatment in a timely way.
- There was a programme of quality improvement, this included clinical audit.
- Staff had the skills, knowledge and experience to deliver effective care.
- The practice had a good understanding of the needs of the local population and delivered services to meet these needs. In addition, they had engaged with the community to raise awareness of subjects and issues such as COVID-19, immunisation and healthy lifestyles.
- The practice operated effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Leaders and managers in the practice demonstrated they had the capacity and skills to deliver high-quality, sustainable care.
- There were mixed views from patients in relation to accessing services.

We found a breach of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients (refer to the requirement notice at the end of the report for more detail).

In addition, the provider **should**:

- Promote and increase uptake of cervical and bowel cancer screening.
- Improve patient engagement to understand and redress areas of low patient satisfaction in regard to patient consultations and access to services.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video and telephone conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Grange Medical Centre

Grange Medical Centre is located in Bradford at:

1 Horton Grange Road

Bradford

West Yorkshire

BD7 3AH

The practice has a branch surgery at:

Oak Lane Surgery

Westbourne Green Community Health Care Centre

50 Heaton Road

Bradford

BD8 8RA

Both sites were visited as part of this inspection.

Grange Medical Centre is situated within an older building and has limited car parking available on site. The Oak Lane branch surgery operates from within Westbourne Green Community Health Care Centre. This is a modern purpose-built facility which contains other GP practices and health providers. Parking for patients with a disability are available on both sites.

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. These are delivered from both sites. The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the West Yorkshire Health and Care Partnership Integrated Care System (ICS) and delivers Personal Medical Services to a patient population of around 6,980.

The practice is part of a wider network of GP practices as part of the Bradford City 6 Primary Care Network (PCN). This comprises a partnership of local GP practices who work together to improve patient care.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 69% Asian, 23% White, 2.5% Black, 2.5% Mixed, and 3% Other. The practice has a population profile which is younger than the national average with less than 8% of patients being aged 65 years or over.

Grange Medical Centre is operated by a single GP provider. They have a clinical team of one salaried GP, two long-term locum GPs, three long-term locum non-medical prescribers (including clinical pharmacists), three long-term locum practice nurses, and two salaried healthcare assistants. The practice also receives additional staffing support from their Primary Care Network (PCN), this includes pharmacists, pharmacy technicians and physician associates. These clinical and service delivery staff are supported by a full-time practice manager and a team of reception and administration staff.

The main practice site opens between 8am to 6pm Monday to Friday, the Oak Lane Surgery branch site is open Monday, Tuesday, Thursday and Friday 8am to 6pm and on Wednesday 8am to 2.30pm. The practice offers a range of appointment types which are subject to triage assessment. Appointments include urgent, book on the day, and a limited number of pre-bookable advance appointments, home visits and e-consultation services are also available. Appointments can be made via telephone, in person, or booked via NHS 111.

Support is provided locally by Local Care Direct Limited between 6pm to 6.30pm Monday to Friday. Extended access appointments are provided by Bradford Care Alliance CIC, where late evening and weekend appointments are available. Out of hours services are provided by Local Care Direct Limited.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <ul style="list-style-type: none">Processes were not in place to ensure that patients with long-term conditions or in receipt of high-risk medicines had been monitored or reviewed in line with requirements.Patients with long-term conditions had not been coded correctly within their records.Processes had not been put in place to ensure that patient safety alerts and updates had been effectively assessed or actioned.There was a backlog in the summarising of patient records. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>