

Beehive Surgery

Inspection report

106-108 Crescent Road
Bolton
Lancashire
BL3 2JR
Tel: www.beehivesurgery.com
www.beehivesurgery.com

Date of inspection visit: 01/02/2019
Date of publication: 18/03/2019

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?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Beehive Surgery on 1 February 2019 as part of our inspection programme. The previous inspection had been in February 2018 where the practice was rated good in all domains.

We based our judgement of the quality of care at this service is 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.

We rated the practice as **outstanding** for providing responsive services because:

- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.
- There were innovative approaches to providing integrated person-centred care.
- The practice had identified areas where there were gaps in provision locally and had taken steps to address them.

We also rated the practice as **good** for providing safe and effective, caring and well-led services because:

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We saw several areas of outstanding practice including:

- The practice had worked with the local mosque in the past 18 months. They had provided health information to members of the mosque and some information had been displayed for members to read. This partnership working had increased recently. In October 2018 the female partner was asked to talk to approximately 200 women about healthy lifestyles and health screening. Positive feedback had been provided and the partner was invited again in December 2018, this time to talk to approximately 500 mainly women, although some men were in attendance. The partners were currently in discussion with the male leaders from Bolton Council of Mosques about further talks to wider audiences.
- The practice worked with a health practitioner from Royal Bolton NHS Foundation Trust to deliver organised health walks once a month. Patients met at the practice to participate in the walks and a map of the walk was displayed in the waiting area so patients could join the walk at other starting points if these were more convenient. To maximise the impact of the walks the practice also facilitated weekly patient led walks. The GPs encouraged the activity with their patients to promote healthier lifestyles.

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	Outstanding 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Outstanding 
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 also included a GP specialist advisor.

Background to Beehive Surgery

Beehive Surgery is located at 108 Crescent Road, Great Lever, Bolton, BL3 2JR. The surgery is located in a converted terraced house in a residential area in Bolton with good transport links.

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

Beehive Surgery is a member of Bolton Clinical Commissioning Group (CCG) and provides services to 3313 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership who registered with the CQC in January 2016. There are two GP partners (one male and one female), a locum practice nurse, a healthcare assistant as well as a practice manager and administrative and support staff. The practice is not currently part of any wider network of GP practices.

The National General Practice Profile states that 42.1% of the practice population is from a black and minority ethnic (BME) background. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 79 years compared to the national average of 83 years.