

Thornbury Medical Practice

Inspection report

Rushton Avenue
Bradford
West Yorkshire
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www.thornburymc.co.uk

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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 caring?

Good 

Overall summary

We carried out an announced comprehensive inspection at Thornbury Medical Practice on 17 May 2018. The overall rating for the practice at that time was good. However, the practice was rated as requires improvement for providing caring services. The full comprehensive report on the May 2018 inspection can be found by selecting the 'all reports' link for Thornbury Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced focused follow up inspection carried out on 19 March 2019 to review the practice in relation to the key question of caring and the services offered to patients. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

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 for providing caring services.

We found that:

- The practice had identified an increased the number of patients who were carers and were offering health and social opportunities and support for these patients.
- The practice had reviewed and responded to the GP patient survey 2018. Changes were made as a result of feedback from patients.
- The provider had considered the needs of vulnerable patients and offered priority appointments and telephone support to suit individuals.

At the inspection on 17 May 2018 we highlighted a number of areas where we said the practice **should** improve. At this inspection we saw that:

- The practice had increased the prevalence of patients with mental health needs to 1% which was above CCG average. The practice had identified a GP mental health lead who, with support from a member of the administration team, regularly reviewed the needs of patients on the mental health register. The practice survey showed that 82% of patients felt their mental health needs were met during their last consultation. Three separate invitations were sent to this patient group to remind them of their reviews. If this method failed, the GP would ring the patient. For patients who declined to attend for reviews support would be offered over the telephone. The practice worked with local mental health teams to ensure the needs of this vulnerable group were met.
- A new recall system was in place to encourage and monitor cervical screening at the practice. The team were targeting young people before their 25th birthday to proactively offer screening. Reports were run and reviewed by the nursing team every 30 days and additional letters printed on pink paper. Telephone calls were made to those who had failed to attend. The practice nurse was allocated six hours per month to review, call and support patients to attend for screening. Outcomes were reviewed with the GP screening lead, at nurse and clinical meetings and by way of a bi-annual audit. Outcomes for breast and bowel cancer screening were above national averages.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information

Our inspection team

This inspection was led by a Care Quality Commission (CQC) lead inspector with support from a second CQC inspector.

Background to Thornbury Medical Practice

Thornbury Medical Practice, also known as Thornbury Medical Centre, is situated on Rushton Avenue, Bradford, BD3 7HZ. There are good transport links and a pharmacy is situated in the supermarket next door. The practice provides fully accessible facilities and all services are at ground floor level or accessible via a lift. The practice has ample car parking.

The practice website address is www.thornburymc.co.uk.

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

Thornbury Medical Practice is situated within the Bradford City Clinical Commissioning Group (CCG) and provides general medical services to 6,784 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS Bradford City CCG for the delivery of services to the local community

There is a higher than average number of patients under the age of 39, in common with the characteristics of the Bradford City area and fewer patients aged over 45 than the national average. The National General Practice Profile states that 51% of the practice population is from an Asian background with a further 7% of the population originating from black, mixed or other non-white ethnic groups.

There are two full time male GP partners at the practice. There are two long term sessional GPs (one male and one female GP). All GPs are assigned clinical leads within the practice. There is currently one full time practice nurse and a part-time practice nurse, an advanced clinical practitioner who works four days per week and two full

time healthcare assistants (HCAs), all of whom are female. The practice pharmacist works part-time over five days per week. The clinical team is supported by a practice business manager, an assistant practice manager and a team of administrative staff.

The level of deprivation within the practice population group is rated as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. People living in more deprived areas tend to have a greater need for health services. Nationally, the average number of times a person visits their GP in a year is five. CCG statistics show that in Bradford City the average number of visits is between nine and 11.

Bradford City CCG is the most deprived area in England.

Male life expectancy is 75 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

Thornbury Medical Practice is open between 8am and 6pm Monday to Friday with appointments available between 9am and 5.20pm.

The practice is a member of a federated healthcare group of 15 Practices across the city which offers extended access appointments at three 'hub' sites across the city. Appointments are available between 6.30pm and 9.30pm Monday to Friday and between 10am and 1pm on Saturday and Sunday. Patients can see a GP, nurse, physio or a healthcare assistant.

Out of hours care is provided by a local contractor or by calling the NHS 111service.

During our inspection we saw that the provider was displaying the previously awarded ratings in the practice and on their website.