

Bildeston Health Centre

Inspection report

The Health Centre
High Street, Bildeston
Ipswich
IP7 7EX
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www.bildestonhealthcentre.co.uk

Date of inspection visit: 20 December 2023
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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 responsive to people's needs?

Good



Overall summary

We carried out a targeted assessment of Bildeston Health Centre on 21 December 2023 without a site visit. Overall, the practice is rated as good. We rated the key question of responsive as good.

Safe -good

Effective – good

Caring - good

Responsive -good

Well led – good

Following our previous inspection in May 2023, the practice was rated good overall and for all key questions. At this inspection, we rated the practice good for providing responsive services.

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

Why we carried out this inspection

We carried out this inspection as part of our GP responsive assessment

- Responsive question inspected

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

We found that:

- The practice had achieved outstanding results in the national GP Patient survey and had maintained these high scores for several years.
- Services were tailored to meet the needs of individual people and were delivered in a way to ensure flexibility, choice and accessibility to provide strong continuity of care.
- There were innovative approaches to providing person-centred pathways of care that structured regular home visits for housebound patients.
- We found that patients individual needs and preferences were central to the delivery of services.
- Patients could access care and treatment in a timely way.

We identified an area of outstanding practice :

Overall summary

- The practice had a large population of elderly patients and recognised travelling to the practice was difficult at times. In response, the provider wanted patients to contribute to access discussions and would arrange 3 meetings a year to gain patient feedback in local village halls in each locality of their practice boundary areas. We were told over 200 patients would attend each meeting.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Bildeston Health Centre

Bildeston Health Centre is located in Ipswich, Suffolk at:

The Health Centre

High Street,

Bildeston

Ipswich

Suffolk

IP7 7EX

The practice has a dispensary, however, we did not inspect this as part of this inspection.

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 and surgical procedures.

The practice is situated within the Suffolk and North East Essex Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 13,200. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in south rural primary care network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth lowest decile (5 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 0.7% Asian, 96.7% White, 0.8% Black, 1.4% Mixed, and 0.4% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of 4 GPs at the practice. The practice has a team of 2 nurses, 2 healthcare assistants, 8 dispensary staff, 2 domestic engineers, and 2 midwives.. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

The practice is open between 8 am to 6.30 pm Monday to Friday and alternative Saturdays 9 am to 12 noon. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by south rural primary care network, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.