

Low Moor Medical Practice

Inspection report

Low Moor Medical Centre
29 The Plantations
Bradford
West Yorkshire
BD12 0TH
Tel: 01274 697600
www.lowmoormp.co.uk

Date of inspection visit: 7 March 2019
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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?

Requires improvement



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 Low Moor Medical Practice on 7 March 2019, as part of our inspection programme. The practice was previously inspected by the Care Quality Commission in December 2015, and received a rating of good overall.

Our judgement of the quality of care at this service is based 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 for all of the population groups, but as requires improvement for providing safe services.

We rated the practice as Requires Improvement for providing safe services because:

- Formal processes to oversee professional registration of relevant staff were not in place.
- Some practice policies were not up to date or relevant.
- Vaccine refrigerator temperature logs were incomplete and the policy was not always adhered to.
- Fire marshals had not been appointed to oversee fire safety in the practice.
- Blind cord loops were not appropriately secured in all cases.

After the inspection, the provider wrote to us to provide assurance that steps had or were being taken to resolve these concerns.

We found that:

- Systems were in place to report, record and learn from significant incidents.
- Staff told us they felt supported by the leadership team. We heard of examples where staff had been encouraged to develop in their role.
- Patient feedback in the main was positive in relation to the care and treatment they received at the practice.
- There was a proactive patient participation group who supported the practice in developing and delivering services as part of a community partnership, to patients to help combat social isolation and loneliness.

However, we also found that:

- Staff appraisals had not all been completed in the previous year.
- Staff safeguarding training for nurses needed to be updated, in line with recently published Safeguarding intercollegiate guidance.

The areas where the provider **should** make improvements are:

- Review and improve the processes in place to ensure staff appraisals are completed in a timely way.
- Put plans in place to ensure safeguarding training for nurses is updated in line with recently published Safeguarding intercollegiate guidance.
- Continue to review emergency medicines stocks to ensure they meet patients' needs.
- Review and improve processes for vaccine refrigerator temperature checks and logs in line with the latest recommended best practice guidance.

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

Dr Rosie Benneworth BM BS BMedSci MRCGP

Overall summary

Chief Inspector of Primary Medical Services and Integrated Care

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)	Good	
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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Low Moor Medical Practice

Low Moor Medical Practice is located at 29 The Plantation, Bradford BD12 0TH. The website for the practice is www.lowmoormp.co.uk.

The practice is registered with the Care Quality Commission to carry out the following regulated activities:

- Diagnostic and screening procedures
- Family planning
- Surgical procedures
- Maternity and midwifery services
- Treatment of disease, disorder or injury

There are currently 10,146 patients registered at the practice. The practice provides Personal Medical Services (PMS) under a locally agreed contract with Bradford Districts Clinical Commissioning Group (CCG).

The Public Health National General Practice Profile shows that around 91% of the practice population are of white ethnicity; with around 9% made up of Asian, black, mixed ethnicity or other races. The level of deprivation within the practice population is rated as four on a scale of one to ten. Level one represents the highest level of deprivation, and level ten the lowest.

The age/sex profile of the practice is largely in line with national averages. The average life expectancy for patients at the practice is 79 years for men and 83 years for women, which is the same as the national average.

The practice offers a range of enhanced services which include minor surgery and childhood vaccinations and immunisations.

The clinical team is made up of four GP partners, three male and one female, and two salaried GPs, one female and one male. There are two advanced nurse practitioners, both female, three practice nurses and two health care assistants, all of whom are female.

Supporting the clinicians is a practice manager, operations and reception manager, and a range of administrative and reception staff.

The practice is a teaching practice, providing placement opportunities for medical students seeking to gain experience of general practice.

Practice opening times are:

Monday 8am to 8pm

Tuesday to Friday 8am to 6pm.

On Thursday, although the practice is open from 8am to see patients on an urgent basis, routine appointments begin at 9.30am to accommodate an early morning staff meeting on that day.

The practice is housed in purpose built premises, built in 2005. It is a two-storey building with lift access to the first floor. All patient areas are located on the ground floor and are accessible for people with mobility problems, or those using a wheelchair. Car parking is available on site, and the practice is accessible by public transport.

Out of hours care is provided by Local Care Direct which is accessed by calling the surgery telephone number, or by calling the NHS 111 service.

When we returned to the practice, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.