

Dr Bell & Partners (also known as Practice 3)

Inspection report


The Medical Centre
Station Avenue
Bridlington
Humberside
YO16 4LZ
Tel: 01262 401686

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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?

Good 

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 Dr Bell and Partners (also known as Practice 3) on 20 March 2019 as part of our inspection programme.

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 and good for all population groups.

We found that:

- 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 practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

Whilst we found no breaches of regulations, the provider **should:**

- Review and improve the analysis of incidents and sharing of lessons with all staff in the practice.
- Review and improve the monitoring of exception reporting for Quality and Outcome Framework indicators.

- Review and improve the system for monitoring mandatory training and maintaining records of training.
- Review and improve the system for identification of carers.
- Review and improve complaints responses.

We saw an area of outstanding practice:

The practice had introduced the 'care navigation' signposting system giving patients convenient access to the most appropriate health care professional. All patients were offered a same day appointment or were given telephone appointments if appropriate, which had freed up more same day appointments for the patients that needed to be seen face-to-face. When the patient arrived at the surgery, they would be seen by a health care assistant who would check their observations, i.e blood pressure and temperature and do any blood tests that had been requested by the GP. The GP would then see the patient and request any further investigation such as X-ray which were done at the local hospital. We saw two patients had been given same day appointments and then after being seen and having further investigations were referred to hospital where confirmed cancer diagnoses were made'.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

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 CQC Lead Inspector.
The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Dr Bell & Partners (also known as Practice 3)

Dr Bell and Partners (also known as Practice 3) is located at The Medical Centre, Station Avenue, Bridlington YO16 4LZ. The surgery has good transport links and there is a pharmacy located nearby.

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

Dr Bell and Partners is situated within the East Riding of Yorkshire Clinical Commissioning Group (CCG) and provides services to 10,070 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a GP partnership that registered with the CQC in April 2013. There are four GP Partners, two males and two females. The practice employs one male nurse practitioner and a female practice nurse/nurse prescriber. They also employ four practice nurses, three health care assistants, a phlebotomist, a pharmacist and a pharmacy technician. There is a practice manager and a team of administration staff. The practice manager commenced in post in January 2019.

The Practice is a member of Brid Inc Ltd, and is working in partnership with other local practices, social services and community services to improve the health and wellbeing of the local population.

The percentage of the practice population in the 65 to 84-year age group is above the local CCG and England average and similar to the local CCG average and England average in the 85+ age group. The percentage of the practice population in the under 18 age groups is similar to the local CCG and England average. The National General Practice Profile states that 99% of the practice population is from a White background. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the local CCG and England average of 79 years. Female life expectancy is 81 years compared to the local CCG and England average of 83 years.