

# New Otley Road Medical Practice

## Inspection report

Hillside Bridge  
4 Butler Street West  
Bradford  
BD3 0BS  
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[www.hillsidebridgepractice.nhs.uk/](http://www.hillsidebridgepractice.nhs.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 safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced comprehensive inspection at New Otley Road Medical Practice on 3 and 4 August 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 14 November 2019, before the provider registration moved to this location, the practice was rated as good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for New Otley Road Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection due to the change in location of the practice.

## How we carried out this inspection

### This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A shorter site visit.
- Reviewing staff questionnaires.

## 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.
- Information from the provider, patients, the public and other organisations.

## We have rated this practice as good overall.

We found that:

- The practice provided care and treatment in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- Safeguarding was regularly reviewed at practice meetings. The practice had clear policies and protocols in place to safeguard vulnerable children and adults. Staff we spoke with knew how to identify and report safeguarding concerns.
- Patients told us that staff treated patients with kindness and respect and involved them in decisions about their care and treatment.
- The team were culturally competent and understood the challenges faced by the patient population. 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**:

- Take steps to provide steroid cards to all patients with asthma who are prescribed 2 or more courses of rescue steroids.
- Continue to take action to improve the uptake of childhood immunisations and cancer screening uptake at the practice.
- Continue to take action to review and respond to the GP Patient Survey to meet the needs of, and improve the caring experience, for patients.

**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 and undertook a site visit. The team included a GP specialist advisor who spoke with medical staff and completed clinical searches and records reviews without visiting the location.

## Background to New Otley Road Medical Practice

New Otley Road Medical Practice is located in Bradford at:

Hillside Bridge Health Centre

4 Butler West Street

Bradford

West Yorkshire

BD3 OBS

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.

In July 2022, the practice merged their clinical systems with that of another location also managed by the provider, Dr Usman Akbar, The Family Practice, Whetley Medical Centre, 2 Saplin Street, Bradford, BD8 9DW. At this point, the practice population increased from approximately 8,000 patients to 10,960 patients. Data noted within the report from July 2022 onwards includes the additional patient population. The practice updated their registration with CQC sometime later and this was not completed until after the site visit. Therefore, the branch surgery, The Family Practice, was not visited as part of this inspection. Patients can access services at either surgery.

The surgery is situated within a large health centre and has suitable parking with dedicated disabled parking bays. In addition to level access, there is lift access for patients entering the building on a different floor.

The practice is situated within the NHS West Yorkshire Integrated Care Board (ICB) and delivers Primary Medical Services (PMS) to a patient population of 10,960. The practice is part of a wider network of 10 GP practices, known as a Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest decile (1 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 69% Asian, 25% White, 1.5% Black, and 2.5% Mixed, and 2% Other.

The age distribution of the practice population generally mirrors the local averages. There are more male patients registered at the practice compared to females. There are significantly more people aged 44 years and under registered at the practice than the national average.

There is a team of 7 part time GPs, 5 of which are long-term locums, who provide cover at both practices, 3 of which are female. There are 6 part time advanced nurse/clinical practitioners who are long-term locum staff, 3 of which are female. The practice has a team of 6 long-term locum nurses who provide nurse led clinics for long-term conditions, and 3 part-time female healthcare assistants (HCAs). There is a practice pharmacist who is supported by a PCN pharmacist. Clinicians at the practice are supported by a large team of reception and administration staff. The practice manager, assistant practice manager and office supervisor provide managerial oversight.

The reception at the surgery is open between 8am and 6.30pm Monday to Friday. Appointments are available between 8.30am and 6.30pm Monday and Friday, and between 8.30am and 4.30pm, with additional on call GPs in place on Tuesday, Wednesday and Thursday. The practice offers a range of appointment types including book on the day, face to face appointments, telephone and video consultations and advance appointments.

Extended access is provided locally through federation and PCN working where late evening and weekend appointments are available. Out of hours services are provided by Local Care Direct.

Out-of-hours treatment can be accessed by calling the surgery telephone number or contacting the NHS 111 service.