

Bradford Street Surgery

Inspection report

65 Bradford Street
Haulgh
Bolton
Lancashire
BL2 1HT
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www.thesurgerybradfordstreet.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 effective?

Requires improvement



Are services well-led?

Good



Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

Are services effective?

Are services well-led?

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.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

Are services safe? – Good

Are services responsive? – Good

We have rated this practice as good overall and requires improvement for providing effective services. We rated the patient population groups of older people, vulnerable people whose circumstances may make them vulnerable and people experiencing poor mental health (including

people with dementia) as good. However, we rated people with long-term conditions; families, children and young people and working age people (including those recently retired and students) as requires improvement.

At this inspection we found:

- The service routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- There was a focus on continuous learning and improvement at all levels of the organisation.
- Leaders demonstrated that they understood the challenges to quality and sustainability. The practice had a vision and strategy to provide good quality sustainable care.

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

- Develop the GP locum induction pack.
- Review the administration staffing levels.
- Improve the data for reviewing and following up on areas of care that fall below the local and national average.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC inspector and included a second inspector and a GP specialist adviser.

Background to Bradford Street Surgery

Bradford Street Surgery is commissioned by Bolton Clinical Commissioning Group. The address of the practice is Bradford Street Surgery 65 Bradford Street, Haulgh, Bolton, Lancashire BL2 1HT.

The practice is located near a main road and has public transport links.

The practice has 2,081 registered patients and serves a diverse population group including a mix of all age groups.

The practice offers a wide range of services including family planning advice, minor surgery, travel immunisations, flu clinics and diabetes clinics. The practice is a single handed GP practice. there is a practice nurse who is also the practice manager and a team of administration staff.

The practice is open between 8 am and 6.30 pm Monday to Friday. Appointments are from 8.30 am to 6 pm daily. Extended hours appointments are offered from 6.30 pm to 8 pm every Monday and from 9 am to 12 pm on a Saturday.

In addition to pre-bookable appointments, urgent appointments are also available for people that need them. The Shanti Medical Centre provides a GP Extended Hours Service and is open Monday to Friday from 6.30 pm to 10 pm and Saturday to Sunday & bank holidays from 9 am to 1 pm. Bury and Rochdale Doctors on Call (BARDOC) provide urgent out of hours medical care when the practice is closed.

The practice has a website that contains comprehensive information about what they do to support their patient population and the in house and online services offered: