

Low Moor Medical Practice

Inspection report

Low Moor Medical Centre
29 The Plantations
Bradford
West Yorkshire
BD12 0TH
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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 

Overall summary

We carried out an announced comprehensive inspection at Low Moor Medical Practice on 7 March 2019. The overall rating for the practice was good, with the practice rated as requires improvement for providing safe services. The full comprehensive report on the March 2019 inspection can be found by selecting the 'all reports' link for Low Moor Medical Practice on our website at

This inspection was an announced desk based focused inspection, carried out on 18 March 2020 to confirm that the practice can carry out the improvements they told us they would complete.

This report covers our findings in relation to those improvements as well as additional improvements made since our last inspection.

Overall the practice is still rated as good. The key question of safe is also now rated as good.

At our previous inspection on 7 March 2019 we rated the practice as requires improvement for providing safe services as the practice did not have formal processes in place to monitor professional registration requirements for relevant staff. At that time some practice policies were not up to date or relevant, vaccine refrigerator temperature logs were incomplete and the policy for monitoring the refrigerator temperatures was not always followed. In addition, fire marshals had not been appointed to oversee fire safety in the practice, and blind cord loops were not secured in line with legal requirements in all cases.

At this inspection we found that all areas had been addressed.

Our key findings were as follows:

- Processes for updating practice policies had been improved. The practice told us they had systems for regular review and updating of protocols and policies.
- Systems had been put in place to ensure appropriate oversight of professional registration requirements for relevant staff.
- Vaccine refrigerator temperature logs were complete, and the leadership team was confident that the policy was adhered to at all times.
- Fire marshals had been appointed to oversee fire safety.
- Blind cord loops had been appropriately secured in line with legal requirements.
- All staff appraisals had been completed and were up to date.
- Staff had access to safeguarding training at the appropriate level in all cases.

The provider should:

- Provide non-clinical staff with access to child safeguarding training at the level recommended by the most recent inter-collegiate guidance.

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

Our inspection team

This desk-based inspection was carried out by a CQC inspector.

Background to Low Moor Medical Practice

Low Moor Medical Practice is located at 29 The Plantations, Bradford BD12 0TH.

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 British or Irish ethnicity, with around 9% made up of other non-white ethnicities. 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 clinical team is made up of four GP partners, three male and one female. There are two salaried GPs, one female and one male. Two nurse practitioners, three practice nurses and two health care assistants complete the clinical team, all of whom are female.

Supporting the clinicians is a practice manager, operations and reception manager and a range of administrative, secretarial 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 enable staff to attend an early morning staff meeting.

Patients are also able to access appointments outside normal GP hours at a nearby surgery as part of an extended access scheme.

The practice is housed in purpose-built premises. It is a two-storey building, with lift access to the first floor being available.

All patient areas are located on the ground floor, and are fully accessible to those with physical disabilities. Car parking, including dedicated disabled parking, is available on site.

The practice is part of the BD4+ Primary Care Network (PCN) comprising four GP practices in total. PCNs work collaboratively to develop services to meet the specific needs of their shared practice population.

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.

Practice staff confirmed that the previously awarded CQC ratings were displayed in the practice premises as required. We saw that the ratings were on display on their website.