

Bilton Medical Centre

Inspection report

120 City Road
Bradford
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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 inspection at Bilton Medical Centre on 21 April 2022 Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 30 January 2020, the practice was rated good overall and for the key questions safe, effective, caring and well-led but requires improvement for providing a responsive service.

The full reports for previous inspections can be found by selecting the 'all reports' link for Bilton Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection undertaken at the same time as the CQC inspected a range of urgent and emergency care services in West Yorkshire. We undertook this inspection to review the quality of care delivered by GP providers and the experience of people who use GP services. We asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support systemwide feedback. We also included additional questions to establish the practice response to access to appointments for patients following the COVID-19 pandemic.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews on the day of inspection
- Using questionnaires sent to staff prior to the on-site visit
- 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

Overall summary

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 and
- 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 in a way that kept patients safe and protected them from avoidable harm.
- The uptake of bowel, breast and cervical cancer screening at the practice was below national averages. However, we saw that ongoing actions were being taken to improve uptake and attendance.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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-centre care.

We saw one area of outstanding practice:

- Staff from the practice were able to offer food bank vouchers to vulnerable patients. The team collected regular donations for vulnerable individuals including food, blankets and toiletries; they had raised funds for a local community kitchen and also volunteered to help at a local homeless resource. The practice had also developed a 'Vulnerable persons directory' which directed staff and patients to a number of support services and options. This included foodbanks, homeless services and debt counselling and support. Links on the practice website also directed patients to support as required.

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

- Encourage and improve uptake rates for childhood immunisations.
- Encourage and improve uptake rates for cancer screening programmes.

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

Our inspection team was led by a CQC lead inspector who undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and record reviews without visiting the location.

Background to Bilton Medical Centre

Bilton Medical Centre Medical Centre is located in Bradford at:

120 City Road,
Bradford,
BD8 8JT

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

The practice is situated within the Bradford City Clinical Commissioning group (CCG) and delivers primary medical services (PMS) contract to a patient population of about 6098. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices called PCN4 Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one 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 66% Asian, 24.5% White, 3% Black, 3% Mixed and 3.5% other.

The age distribution of the practice population differs from local and national averages, for example there are more younger patients (28.5%) compared to England average (20%) and

fewer older patients (6.5%) registered at the practice compared to England average (17.6%).

There is a team of three GPs (two partners and one salaried GP), a health practitioner, a practice nurses and four health care assistants. The clinical team are supported at the practice by the practice manager, and a team of reception and administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were initially telephone consultations. If the GP needs to see a patient face-to-face then the patient is invited to attend the surgery.

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