

Park Grange Medical Centre

Inspection report

141 Woodhead Road
Bradford
West Yorkshire
BD7 2BL
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www.parkgrangemc.co.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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Park Grange Medical Centre on 4 April 2019 as part of our inspection programme. Park Grange Medical Centre was previously inspected on 2 May 2018 and was rated as good.

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 an organised and effective manner that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. Data taken from the NHS website showed that 90% of patients would recommend the practice to their family and friends. Patients could access care and treatment in a timely way.
- The practice planned, organised, delivered and reviewed services to meet patients' needs. There were clear responsibilities, roles and systems of accountability to support good governance and management.

We saw areas of outstanding practice:

- We found that the continued use of innovative templates and the manipulation of the IT systems at the practice ensured that patients received safe and effective care. For example, the practice had responded to a Medicines and Healthcare Products Regulatory

Agency (MHRA) alert for a specific medicine. If the clinician looked to prescribe the medicine, the template would alert the clinician, link to the alert and also link to the relevant patient information leaflet. A number of templates which had been developed at our last inspection had been updated in line with guidelines and shared with the staff team. The safe and innovative systems automatically pre-populated patient information, prompted clinicians to consider additional aspects of the person's care and ensured that patient needs were met.

- A general practice matrix was in place to ensure that all environmental and building maintenance checks were up to date and could be easily monitored. The matrix turned amber when checks were due. This comprehensive, detailed list of security measures included an ongoing review of fire, evacuation, infection prevention, risk assessments and contracts. We saw that all issues relating to the day to day management of a general practice had been considered and were being monitored closely.

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

- Continue to improve and encourage the uptake of cancer screening by patients registered with the practice, including cervical, breast and bowel cancer screening.

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, a second CQC inspector and an employee of CQC who was shadowing the team.

Background to Park Grange Medical Centre

Park Grange Medical Centre is situated at 141 Woodhead Road, Bradford, BD7 2BL, and provides services for 3,112 patients. The premises are purpose built, owned by the partners and easily accessible with car parking onsite.

The surgery is situated within the Bradford City Clinical Commissioning group (CCG) and provides services under the terms of a primary medical services (PMS) contract.

This is a contract between general practices and Bradford City CCG for delivering services to the local community. The practice website address is www.parkgrangemc.co.uk.

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

The National General Practice Profile states that 70% of the practice population is from an Asian background with a further 8% of the population originating from black, mixed or other non-white ethnic groups.

The practice area is rated as experiencing the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest

levels of deprivation and level ten the lowest. People living in more deprived areas tend to have a greater need for health services. Nationally, the average number of times a person visits their GP in a year is five.

Bradford City CCG is the most deprived area in England. CCG statistics show that in Bradford City the average number of visits is between nine and 11. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years. There are higher than average number of patients under the age of 39, in common with the characteristics of the Bradford City area, and fewer patients aged over 45 than the national average. Approximately 18% of the practice population are unemployed compared to the CCG average of 12% and the national average of 4%.

There are two GP partners, who are both male and work the equivalent of 1.4 whole time posts. A female locum GP provides one clinical session per week for patients who prefer to see a female doctor. There are three practice nurses who each work four or five hours per week. There are two part-time healthcare assistants and a part-time practice manager. A team of receptionists support the clinical staff.

Park Grange Medical Centre reception is open between 8am and 6.30pm Monday to Thursday and 8am to 7.45pm on Friday. Telephone lines are opened at 8.30am each day. Appointments are available during morning and afternoon clinics and there is an extended hours clinic on a Friday evening for patients who cannot attend the practice during the usual working day.

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

The practice is a member of a federated healthcare group which offers extended access appointments at three 'hub'

sites across the city. Appointments are available between 6.30pm and 9.30pm Monday to Friday and between 10am and 1pm on Saturday and Sunday. Patients have access to appointments with a GP, nurse, physiotherapist, a mental health worker or a healthcare assistant.

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

During our inspection we saw that the provider was displaying the previously awarded ratings in the practice and on their website.