

Dr George Bhima

Inspection report

1st Floor, Nye Bevan House
Maclure Road
Rochdale
OL11 1DN
Tel: 01706261810

Date of inspection visit: 25 October 2022
Date of publication: 26/12/2022

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?

Requires Improvement 

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 at the practice of Dr George Bhima on 25 October 2022. Overall, the practice is rated as good.

Safe – Requires improvement

Effective - Good

Caring – Not inspected, rating of good carried forward from previous inspection

Responsive - Not inspected, rating of good carried forward from previous inspection

Well-led – Good

Following our previous inspection on 27 April 2016, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr George Bhima on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook this inspection due to the length of time since the last inspection. This included focusing on the key questions safe, effective and well led. Caring and responsive were not inspected.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

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

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- 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.

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

- Carry out its plan to develop an audit programme and complete cycles of audits to demonstrate improvements in patient care.
- Follow and embed the new system to track referrals, especially 2 week wait to ensure patients receive and attend appointments.
- Review the policy on actioning pathology results during staff absences to mitigate the risk of an abnormal result not being actioned in a timely manner.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

.

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 records reviews without visiting the location.

Background to Dr George Bhima

The practice of Dr George Bhima is located in Rochdale at:

First Floor, Nye Bevan House

Maclure Road

Rochdale

OL11 1DN

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 NHS Greater Manchester Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 1601. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices called The Bridge 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 58.2% White, 36% Asian, 2.7% Black and the remainder Mixed, and Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice is run by the lead GP (male) and is supported by one long term locum (female). There is one practice nurse who provides nurse led clinics for long-term conditions. The clinical team is supported at the practice by an interim practice manager and a team of receptionists/administration staff. The practice is working with a local alliance with a plan in place for the alliance to carry out the practices' management function.

The practice is open between 8am to 6.30pm Monday to Wednesday, 8am to 7.30pm Thursday and 8am to 7.30pm Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Rochdale Health Alliance, where late evening and weekend appointments are available. Out of hours services are provided by Bury and Rochdale Doctors on Call (BARDOC).