

Belgrave Medical Centre

Inspection report

22 Asline Road
Sheffield
S2 4UJ
Tel: 01142554498

Date of inspection visit: 17 and 23 September 2021
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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?

Requires Improvement 

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 Belgrave Medical Centre on 17 and 24 September 2021. Overall, the practice is rated as good.

Safe - Good

Effective - Requires improvement

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection in January 2019, the practice was rated requires improvement overall and for being caring and responsive and good for safe, effective and well-led.

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

Why we carried out this inspection

This inspection was a comprehensive inspection on 17 and 24 September 2021 and looked at the shoulds from the previous January 2019 inspection:

- Improve the cascade and management of safety alerts
- Amend their staff vaccination protocol to include Varicella (chicken pox) and MMR (measles, mumps and rubella) in order to be in accordance with current Public Health England (PHE) guidance.
- Improve patient access to services.
- Review and improve patient satisfaction with regard to their involvement in decisions about their care and treatment and their access to appointments.

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 using video conferencing
- 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 short 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 and for all population groups apart from working age people and families, children and young people which are rated as requires improvement.

We found that:

- The practice provided care in a way 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.
- 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**:

- Continue to improve the uptake of childhood immunisations and cervical cancer screening.
- Support staff to work towards the relevant safeguarding children training level appropriate for their role.
- Continue with plan to improve care for people with mental health issues.
- Continue to address poor patient satisfaction regarding treating patients with care and concern.

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	Requires Improvement	
Working age people (including those recently retired and students)	Requires Improvement	
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 and second inspector who spoke with staff using video conferencing facilities and 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 Belgrave Medical Centre

Belgrave Medical Centre is located in Sheffield at:

22 Asline Road

Sheffield

South Yorkshire

S2 4UJ

The practice has a branch surgery at:

White Lane Medical Centre

203 White Lane

Gleadless

Sheffield

S12 3GG

We visited the main site as part of this inspection activity.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, family planning and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the NHS Sheffield Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of 7298. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices named The Heeley Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (4 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 12% Asian, 80% White, 4% Black, 2% Mixed, and 2% Other.

There are 3% more older people registered at the practice than the national average and 2% less working age and younger people registered.

There is a team of three GPs who provide cover at both practices. The practice has a team of three nurses who provide nurse led clinics for long-term conditions both the main and the branch locations. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

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 telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided locally by Primary Care Sheffield, where late evening and weekend appointments are available. Out of hours services are accessed via NHS 111 and the practice telephone number.