

Dr E Bonsell and Partners

Quality Report

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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 service

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 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Dr E. Bonsell and Partners for one area within the key question safe.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 27 April 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, staffing was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 18 HSCA (RA) Regulations 2014 Staffing.

- The practice clinical deputy safeguarding lead was trained to child protection or child safeguarding level three and all non-clinical staff to level one which was appropriate for their role. However, GPs were trained to level one instead of level three and nurses to level one instead of level two.

The practice has submitted to CQC, a range of documents which demonstrate they are now meeting the requirements of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to the overview of safety systems and processes since the last inspection.

Evidence submitted included copies of safeguarding training certificates for all clinical staff in the practice. The certificates showed that all GPs, practice nurses and the practice pharmacist had been trained to safeguarding level 3.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 27 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 27 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 27 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspection 27 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection 27 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

This rating was given following the comprehensive inspection 27 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection 27 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working-age people (including those recently retired and students).

This rating was given following the comprehensive inspection 27 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection 27 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection 27 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

What people who use the service say

As part of this focused desk top review we did not speak to any people who use the service.

A comprehensive inspection was undertaken 27 April 2016.

A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Dr E Bonsell and Partners

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence submitted.

Background to Dr E Bonsell and Partners

Dr E. Bonsell and Partners is situated in the South Shore area of Blackpool in a built up area with good transport links. It is housed in an older purpose-built medical centre. The practice together with a neighbouring practice has plans to develop an adjacent building to provide a new health centre for its patients in the future. The practice provides services to 6108 patients.

The practice is part of the NHS Blackpool Clinical Commissioning Group (CCG) and services are provided under a Personal Medical Services Contract (PMS). There are three male GP partners. The practice also employs a nurse practitioner, two practice nurses, a primary health care assistant and a pharmacist. Non-clinical staff consisting of a business practice manager, a reception manager, a repeat prescription manager, an office manager and 13 administrative and reception staff support the practice. The practice is a teaching practice.

The practice is open between 7.30am and 7pm on Mondays, Tuesdays and Thursdays and 7.30am and 6.30pm on Wednesdays and Fridays. Appointments are from 7.30am daily with the latest appointment offered at 6.50pm. When the practice is closed, patients are able to access out of hours services offered locally by the provider Fylde Coast Medical Services by telephoning 111.

The practice has a larger proportion of patients aged between 45 and 60 years of age compared to the national average. There are fewer patients aged under 18 on the practice list (16%) than the CCG average of 19% and the national average of 21%.

Information published by Public Health England rates 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.

The practice caters for a higher proportion of patients experiencing a long-standing health condition (67% compared to the local average of 63% and national average of 54%). The proportion of patients who are in paid work or full time education is slightly higher (53%) than the CCG average of 52% and lower than the national average of 62%. Unemployed figures are significantly higher, 9% compared to the CCG average of 7% and the national average of 5%.

The practice provides level access to the building and is adapted to assist people with mobility problems. The building is on two floors, with all of the consulting and treatment rooms being on the ground floor.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 27 April 2016. At this inspection, within the key question safe, staffing was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 18 HSCA (RA) Regulations 2014 Staffing.

This inspection was a planned focused desk top review to check whether the provider had taken the required action and was now meeting the legal requirements and

Detailed findings

regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

Following the inspection on 27 April 2016 the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to staffing.

A CQC inspector reviewed and analysed the documentary evidence submitted and made an assessment of this against the regulations.

Are services safe?

Our findings

Overview of safety systems and processes

The practice was previously inspected on 27 April 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, staffing was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 18 HSCA (RA) Regulations 2014 Staffing.

- The practice clinical deputy safeguarding lead was trained to child protection or child safeguarding level

three and all non-clinical staff to level one which was appropriate for their role. However, GPs were trained to level one instead of level three and nurses to level one instead of level two.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved staff training in relation to the overview of safety systems and processes since the last inspection.

We saw evidence that showed that all practice clinical staff including GPs had been trained in child protection or child safeguarding level three which was appropriate for their role. Evidence included copies of training certificates for these staff.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of Overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following website <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused desk top review of Overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of Overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following website <http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused desk top review of Overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>