

Botesdale Health Centre

Inspection report

Back Hills
Botesdale
Diss
Norfolk
IP22 1DW
Tel: 01379898295
www.botesdalehealthcentre.nhs.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 focused inspection at Botesdale Health Centre on 26 June 2019. We decided to undertake this inspection following our annual review of the information available to us. This inspection looked at the following key questions; Effective and Well Led. We last inspected this practice in December 2014, the practice was rated as good.

Safe, Caring and Responsive were not reviewed because patient feedback and monitoring indicated no changes to the quality of care since the previous inspection. The ratings for these key questions from the previous inspection has been carried forward.

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.
- Information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups.

- Patients received effective care and treatment that met their needs. The practice ensured patients with complex health issues were seen by the same GP.

Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice was aware of their patient outcome data (QOF) and prescribing data was below in some areas; we saw processes were in place to address these issues and unverified data shown indicated improvement.
- The practice had a focus on learning and improvement.
- Staff were trained to high standards and worked together to meet patient's needs.
- The practice had a good understanding of the needs of the practice population and services were offered to meet these.
- The practice had developed an action plan to meet the needs of its registered population whilst bearing in mind the aims and objectives of the wider health economy.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider should make improvements are:

- Review the recording of meetings to ensure all staff have access when appropriate.
- Continue to monitor and improve the uptake of long term condition reviews.

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 and a second CQC inspector.

Background to Botesdale Health Centre

Botesdale Health Centre was a purpose-built Health Centre. The practice provides Primary Medical Services to approximately 9,000 patients and is situated in central Botesdale near Diss, Norfolk. The building provides good access with accessible toilets and disabled car parking facilities. The provider is registered with CQC to deliver the Regulated Activities; Diagnostic and screening procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

The practice provides services to a diverse population, in a semi-rural location. According to Public Health England data, 28% of the registered patients are over the age of 65, this is above local and national averages. The practice demography differs slightly to the national average, for example, the percentage of patients with a long-standing health condition was 58% and higher than the CCG (53%) and national (51%) averages. People in paid work or full-time education for this area was 56% and lower than CCG (61%) and national (62%) averages. Income deprivation affecting children is 9%, which is below the CCG (12%) and national (20%). Income deprivation affecting older people is 10% which is below CCG (12%) and national (20%).

The practice has a team of eight GPs, four GPs are partners meaning they hold managerial and financial responsibility for the practice. In addition to this clinical

staff include; a nurse practitioner, an urgent care practitioner, two practice nurses, two health care assistants (one in training). Supporting the clinical team are a dispensary manager who over sees nine dispensers, a practice manager, office manager, two medical secretaries and a team of reception and administration staff. Botesdale is a training practice and GP registrars provide clinics throughout the year. On the day of inspection there were no registrars on duty.

The practice provides X-ray and Ultrasound equipment on site for the use of patients and those registered at neighbouring practices. This is overseen by a team of radiologists from West Suffolk Hospital.

Patients using the practice also have access to community staff including the community matron, district nurses, community psychiatric nurses, health visitors, counsellors, support workers, health visitors and midwives. There are also a wide range of consultants led clinics from West Suffolk Hospital providing outreach services at the health centre.

Surgery opening times are Monday to Friday 8am to 6.30pm and Saturday 7.50am to midday; these are bookable appointments only. Outside of practice opening hours a service is provided by another health care provider (Harmoni), by patients dialling the national 111 service.