

# Kensington Partnership

## Inspection report

Kensington Street Health Centre  
Whitefield Place  
Bradford  
West Yorkshire  
BD8 9LB  
Tel: 01274 499209  
[www.kensingtonpartnership.org.uk](http://www.kensingtonpartnership.org.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



# Overall summary

We carried out an announced comprehensive inspection at Kensington Partnership on 18 July 2018. The overall rating for the practice at that time was good. However, the practice was rated as requires improvement for providing safe services. The full comprehensive report on the July 2018 inspection can be found by selecting the 'all reports' link for Kensington Partnership on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused follow up inspection carried out on 14 December 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach of regulations that we identified in our previous inspection on 18 July 2018. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

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 providing safe services.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had implemented clear systems, practices and processes to keep children undergoing circumcision safe and safeguarded from abuse. There were adequate systems to assess, monitor and manage risks to patient safety which were embedded into the team.
- The provider had considered safeguarding issues and had reviewed outcomes of the procedure to ensure that a high-quality service was maintained.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Our inspection team

This inspection was carried out by a CQC inspector.

## Background to Kensington Partnership

Kensington Partnership provides services for 13,337 patients from Kensington Street Health Centre, Bradford, BD8 9LB. Kensington Partnership is situated within a purpose-built building with car parking available. It has a hearing loop and disabled access and facilities.

The surgery is situated within the NHS Bradford City Clinical Commissioning group and is registered with the Care Quality Commission (CQC) to provide primary medical services under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS Bradford City CCG for the delivery of services to the local community.

Kensington Partnership is registered to provide diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning and maternity and midwifery services.

The practice has two branch surgeries. The Lower Grange Medical Centre branch is situated approximately two miles from the main location on Charteris Road, Bradford, BD8 0QN. The Mughal Medical Centre branch surgery is located approximately 1.5 miles from the main location at Kensington Street Health Centre. During this inspection on 14 December 2018 we visited the Kensington Street Health Centre location.

All three locations are accessible by public transport and have a pharmacy close to the surgery.

There is a lower than average number of patients over the age of 45, than the national average; which is in common with the characteristics of the Bradford City area. The National General Practice Profile states that 60% of the practice population is from an Asian background with a further 7% of the population originating from black, mixed or non-white ethnic groups. The practice has an annual patient turnover of 8%.

Across the provider there are eight GP partners, six of whom are male and two are female, two female Advanced Nurse Practitioners (ANPs) four trainee ANPs, three female practice nurses, five healthcare assistants and three substance misuse practitioners. The clinical

team is supported by a team of administration staff which include a business manager and a practice manager at each location. There is also a data analyst, two pharmacists and a team of administrative staff.

The characteristics of the staff team are reflective of the population it serves and they are able to converse in several languages including those widely used by the patients, Urdu, Punjabi, Pushto, English, Polish and Slovakian.

The practice catchment area is classed as being within one of the most deprived areas in England. 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. CCG statistics show that in Bradford City the average number of visits is between nine and 11.

The main location, Kensington Partnership practice, is open at 8am each day and closes at 6.30pm Monday, Tuesday, Thursday and Friday with appointments available between 8.30am and 6.30pm. On a Wednesday the practice offers extended hours appointments until 8.30pm.

Appointments are also available at the Lower Grange location Monday to Friday between 8am and 1.00pm except Wednesday when it is open until 5.30pm. Opening hours at the Mughal Medical Centre branch are 8am until 6.30pm.

The practice is a member of a federated healthcare group of 15 Practices across the city 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 can see a GP, nurse, physiotherapist or a healthcare assistant.

When the surgery is closed patients are advised of the NHS 111 service for non –urgent medical advice.

We saw that the provider was displaying their previously awarded ratings in the practice and on the website.