

The Boulevard Medical Practice

Inspection report

116 Savile Park Road
Halifax
HX1 2ES
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www.boulevardpractice.co.uk

Date of inspection visit: 27 October 2022
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Overall summary

Why we carried out this inspection

We previously carried out an announced comprehensive inspection at The Boulevard Medical Practice on 24 and 25 May 2022. The overall rating for the practice was requires improvement. The provider was rated inadequate for providing safe services and was told they must improve. We issued a warning notice in respect of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

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

This inspection was an announced focused unrated inspection, carried out on 27 October 2022. The purpose of the inspection was to review actions taken by the provider in response to the warning notice.

How we carried out the review

This inspection was carried out remotely and included:

- 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.
- Conducting a feedback and discussion session with practice representatives using video conferencing.

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 found that:

- The practice had taken steps to become compliant with Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- The practice had an updated protocol in place for the management of safety alerts. The practice was running clinical searches on a monthly basis to identify patients affected by historical safety alerts.
- The practice had a process in place for checking the monitoring of disease modifying anti-rheumatic drugs (DMARDs) and high risk drugs with recalls and reminders being used to ensure patients have received the required monitoring checks.
- Patients with a long-term condition were being managed appropriately.
- Improvements in the practice processes for identifying and coding patients with diabetes and chronic kidney disease had been made.

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

- Review process for management of safety alerts to include appropriate searches of clinical records and ensure that staff refer to safety alert guidance when prescribing new medication mentioned in alerts.

Take action to review the 8 patients potentially co-prescribed Clopidogrel and Omeprazole/Esomeprazole.

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. 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 The Boulevard Medical Practice

The Boulevard Medical Practice is located at 116 Savile Park Road, Halifax, West Yorkshire, HX1 2ES. There is a branch site at Horne Street Surgery, Horne Street, Halifax, HX1 5UA.

The provider is registered with the Care Quality Commission to deliver the following regulated activities:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

The practice is situated within the NHS West Yorkshire Integrated Care Board (ICB) and provides services to 15,366 patients under the terms of a General Medical Services (GMS) contract.

The practice is part of a wider network of GP practices known as a Primary Care Network (PCN). PCNs are a group of practices working together to focus care on the needs of the local population. The Boulevard Medical Practice is part of the Central Halifax PCN.

Information published by Public Health England rates the level of deprivation with the practice population group as 4 on a scale of 1 to 10. Level 1 represents the highest levels of deprivation and level 10 the lowest.

The National General Practice Profile states that the practice patient population is made up of 80% white British or Irish origin 17% Asian and 3% originating from black, mixed or other non-white ethnic groups.

There is a team of four GP Partners (2 male and 2 female), 1 salaried GP (male), 1 locum GP (female). The GPs are supported by 3 advanced nurse practitioners (female), 3 practice nurses (female), 2 health care assistants (female) and a phlebotomist (female). A female pharmacist works at the practice 3 days per week.

At the time of our inspection the practice also supported five GP registrars (2 male and 3 female).

The clinical team are supported by a practice manager, an operations manager and a range of secretarial, administrative and reception staff. All staff rotate between the two sites where services are delivered.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Patients also have access to in-house extended hours at The Boulevard Medical Practice from 8.30am to 12.30pm. This session is for pre-booked appointments only.

Extended access is provided locally via the PCN at a nearby practice, where late evening and weekend appointments are available. Out of hours services are provided by Local Care Direct Limited.