

Dr George Bhima

Inspection report

1st Floor, Nye Bevan House
Maclure Road
Rochdale
OL11 1DN
Tel: 01706261810

Date of inspection visit: 21 July 2023
Date of publication: 25/09/2023

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 focused inspection at the practice of Dr George Bhima on 21 July 2023. Overall, the practice is rated as good with the following ratings for all key questions:

Safe - good

Effective – inspected but not rated, rating of good carried forward from previous inspection.

Caring – not inspected, rating of good carried forward from previous inspection.

Responsive – not inspected, rating of good carried forward from previous inspection.

Well-led – not inspected, rating of good carried forward from previous inspection.

Following our previous inspection on 25 October 2022 the practice was rated good overall and for the key questions effective, caring, responsive and well led but requires improvement for providing safe services.

At this inspection we found the practice had made improvements in the areas previously identified.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr George Bhima on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up concerns from a previous inspection.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Requesting evidence from the provider.
- A short site visit when we also looked at aspects in the key question effective regarding audits and improvements in patient care.

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.

We found that the provider had:

- Developed an audit programme and completed cycles of audits to demonstrate improvements in patient care.

Overall summary

- Followed and embedded the new system to track referrals, especially 2 week wait referrals to ensure patients received and attended appointments.
- Reviewed the policy on actioning pathology results during staff absences to mitigate the risk of an abnormal result not being actioned in a timely manner.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector and included a CQC second inspector.

Background to Dr George Bhima

The practice of Dr George Bhima is located in Rochdale at:

First Floor, Nye Bevan House

Maclure Road

Rochdale

OL11 1DN

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the NHS Greater Manchester Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 1560. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices called The Bridge Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one 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 58.2% White, 36% Asian, 2.7% Black and the remainder Mixed, and Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice is run by the lead GP (male) and is supported by one long-term locum (female). There is one practice nurse who provides nurse led clinics for long-term conditions. The clinical team is supported at the practice by a local alliance which is carrying out the management function and a team of receptionists/administration staff.

The practice is open between 8am to 6.30pm Monday to Wednesday, 8am to 7.30pm Thursday and 8am to 7.30pm Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Rochdale Health Alliance, where late evening and weekend appointments are available. Out of hours services are provided by Bury and Rochdale Doctors on Call (BARDOC).