

Wrose Health Centre

Inspection report

Kings Road
Bradford
West Yorkshire
BD2 1QG

Tel: 01274638353

www.rockwellandwrosepractice.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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of Wrose Health Centre on 7 October 2019. This was due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Are services effective and well led?

Because of the assurance received from our review of information we carried forward the good ratings for the following key questions:

- Are services safe, caring and responsive?

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 good for all population groups.

We found that:

- Patients received effective care and treatment that met their needs and was delivered in line with current legislation and evidence-based guidance.

- There were clear responsibilities, roles and systems of accountability to support good governance.
- Feedback from patients was positive about the friendliness and helpfulness of all staff at the practice. An active patient group contributed to ideas to improve the patient experience.
- The provider had worked with patients to knit blankets and scarves as gifts for vulnerable patients to promote their caring ethos and kindness for others.
- Clinical staff gave patients time to be involved in their care and treatment decisions.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care, with a focus on education and learning.

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

- Continue with efforts to review and improve the uptake of childhood immunisations and rates of cervical screening for eligible women.

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 Care Quality Commission (CQC) inspector, a GP Specialist Advisor and a second CQC inspector.

Background to Wrose Health Centre

The Rockwell and Wrose Practice is the provider of Wrose Health Centre, located at Kings Road Bradford, West Yorkshire, BD2 1QG. There is also a branch location at Rockwell Medical Centre, Thorpe Edge, Bradford, BD10 8DP. Both sites were visited during our inspection.

The provider is registered with the Care Quality Commission (CQC) to provide the following regulated activities: diagnostic and screening procedures; family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Services are provided to a registered patient population of approximately 10,315 through a locally agreed NHS Primary Medical Services (PMS) contract.

The registered population consists of approximately 80% White British ethnicity with the remaining mostly South Asian, with a small but increasing number of East European registrations. Two percent of patients are classed as being unemployed; compared to 6% locally and 5% nationally.

Patients who have a long-standing health condition make up 55% of the practice population; compared to 53% locally and 51% nationally. The practice has a higher prevalence of depression at 32% of the practice population, compared to 21% locally and 23% nationally.

The National General Practice Profile shows the level of deprivation within the practice demographics being rated as three. (This is based on a scale of one to ten, one representing the highest level of deprivation and ten the lowest.) Public Health data shows that the average health status of people in deprived areas tends to be poorer and the use of health care services higher.

The practice clinical team is led by four GP partners (two male and two female). In addition, there are three further female GPs. There is one newly appointed female advanced nurse practitioner, four practice nurses and two health care assistants. They are supported by a practice manager and a team of administration and reception staff.

Opening times for Wrose Health Centre are 8.30am to 6pm Monday to Friday; with the exception of Thursday when the location closes between 1 and 4pm for staff training. Out of hours care is available for urgent matters for patients that require this.

Routine and urgent appointments are available, along with telephone consultations as appropriate. Patients can access evening and weekend routine appointments through local hub arrangements.

During the inspection we saw that the previously awarded ratings were displayed.