

Bilton Medical Centre

Inspection report

120 City Road
Bradford
West Yorkshire
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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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Bilton Medical Centre on 31 January 2020.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following five key questions, safe effective, responsive, caring and well led.

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. However, we rated the practice as Requires Improvement for providing responsive services, as patient satisfaction regarding how easy it was to get through to the practice on the telephone and their experience of making an appointment were significantly below the local and national averages.

This impacted on all the population groups which were rated as Requires Improvement, with the exception of Vulnerable People which was rated as good.

We found that:

- Using a 'Plan, do, study, act' cycle, numerous aspects of patient care had been comprehensively reviewed and individual plans put in place to improve outcomes for patients.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in an individualised and timely manner.
- There was compassionate, supportive, inclusive and effective leadership.
- The team had developed a 'Knowledge Tree' which was displayed in the staff office. This motivational display was a combination of information, descriptions and ideas to help staff support patients.

We saw one area of outstanding practice:

- Specific staff from the practice were able to offer food bank vouchers to vulnerable patients. The team collected regular donations for vulnerable individuals including food, blankets and toiletries; during a fun day in December 2019, they had raised £230 for a local community kitchen and also volunteered help at a local homeless resource. The practice had also developed a 'Vulnerable persons directory' which directed staff and patients to a number of support services and options. This included foodbanks, homeless services and debt counselling and support. Links on the practice website also directed patients to support as required.

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

- Continue to improve the uptake of childhood immunisations at the practice and ensure that the World Health Organisation minimum target of 90% is met.
- Continue to improve the uptake of cancer screening at the practice including breast, bowel and cervical screening.
- Continue to respond to the GP Patient Survey so the practice can meet the needs of their patient population.
- Continue to implement the recent good practice changes made to the forms and templates used for the therapeutic circumcision of male children.
- Continue to update, review and record the immunisation status of the staff team.

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	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Requires improvement 

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 Bilton Medical Centre

Bilton Medical Centre is situated at 120 City Road, Bradford, BD8 8JT, West Yorkshire and provides services for 5,843 registered patients. It is a purpose built health centre, with an additional building used to provide services to patients on the same site. The location is accessible by public transport, has a small car park and a nearby pharmacy.

The surgery is situated within the Bradford City Clinical Commissioning group (CCG) and provides services under the terms of a primary medical services (PMS) contract. This is a contract between general practices and primary care organisations for delivering services to the local community.

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

The practice supports a higher than the national average number of patients aged under 44 years of age, and lower than average numbers of patients aged over 45. However, this is in keeping with the local CCG averages.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten

the lowest. People living in more deprived areas tend to have a greater need for health services. Male life expectancy is 75 years compared to the national average of 79 years. Female life expectancy is 80 years compared to the national average of 83 years.

The National General Practice Profile states that 66% of the practice population is from an Asian background with a further 9.2% of the population originating from black, mixed or other non-white.

Bilton Medical Centre is a partnership consisting of two male GPs. There are four further part time (two female and two male) locum GPs. In addition, there are two part time pharmacists who support the practice, one full time nurse and one part time lead nurse (both female). There are two full time healthcare assistants (HCA) both of whom are female. There is also a full-time practice business manager, an assistant manager and a team of reception and administration staff.

The reception at Bilton Medical Centre is open between 8.30am and 6pm Monday to Friday. A range of appointments are available during morning and afternoon clinics. On the day and pre-bookable appointments are available to all patients. This also includes access to e-consultations.

Appointments are available between 6.30pm and 9.30pm Monday to Friday and Saturday and Sunday 10am until 1pm at additional hub locations within the city, as the practice was a member of a GP federation. Additional extended hours appointments are offered on a Monday evening at a nearby surgery between 6.30pm and 9.30pm. Patients can see a range of practitioners including a nurse, physiotherapist, a mental health worker, a phlebotomist and GPs.

Out-of-hours treatment can be accessed by calling the surgery telephone number or contacting the NHS 111 service.

During our inspection we saw that the provider was displaying the previously awarded ratings in the practice and on their website