

University of Bristol

Inspection report

Hampton House Health Centre
St Michael's Hill, Cotham
Bristol
BS6 6AU
Tel: 01173302720
www.bris.ac.uk/students-health

Date of inspection visit: 28 April 2022
Date of publication: 13/06/2022

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 responsive to people's needs?	Inspected but not rated	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at University of Bristol on 28 April 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective – Good

Well-led – Good

Following our previous inspection in March 2015 and follow up focused inspection for Safe key question in August 2016, the practice was rated Good overall for all key questions and Outstanding for provision of responsive services.

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

Why we carried out this inspection

This inspection was a focused review that we undertook as a part of Band 1 Quality Sampling review of practices previously rated Good/Outstanding:

- We inspected three key questions: Safe, Effective and Well-led.
- Ratings for Caring and Responsive were carried forward from the previous inspection.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing,
- Reviewing patient records to identify issues and clarify actions taken by the provider,
- Requesting evidence from the provider before the site visit,
- A short site visit.

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

Overall summary

- Information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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-centre care.

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

- All staff have Disclosure and Barring Service (DBS) checks in place accordingly to the University's policy,
- All actions from the Infection Prevention and Control (IPC) audit are completed, or appropriate mitigation and risk assessments are in place,
- Patient Group Directions (PGDs) are monitored and managed appropriately,
- There is an active Patient Participation Group.

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

Our inspection team

Our inspection team was led by a CQC lead inspector, it included team inspector and GP specialist advisor. The whole team spoke with staff using video conferencing facilities and undertook a site visit. The GP specialist advisor completed clinical searches and records reviews at the location.

Background to University of Bristol

University of Bristol is located in Bristol at:

Hampton House Health Centre

St Michel's Hill

Cotham

Bristol

BS6 6AU

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

The practice is situated within the Bristol, North Somerset, South Gloucestershire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to over 22,000 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in Bristol – Healthwest.

Information published by Public Health England shows that deprivation within the practice population group is eight in 10 decile scale. 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 83.1% White, 9.3% Asian, 3.4% Mixed, 3% Black and 1.2% Other.

The age distribution is unique, 99.5% patients in the practice are a working-age people, the other 0.05% is young people population. There are more male patients registered at the practice compared to females.

There is a team of 14 GPs who provide cover at the practice. The practice has a nurse team of 13, including mental health nurses. The GPs are supported at the practice by a team of reception/administration staff. The practice manager is based at the main location to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needed to see a patient face-to-face then the patient is offered an appointment on the same day.

The practice is open Monday to Friday 8:45 am to 6:30 pm. Outside of the core hours the patients are advised to contact NHS 111.