

OHP-Bishops Castle Medical Practice

Inspection report

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at OHP-Bishops Castle Medical Practice on 11 November 2019 as part of our inspection programme.

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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice compared favourably and were amongst the lowest overall in terms of antibiotic prescribing. The practice had undertaken a number of audits to assess their prescribing performance and their management of high risk medicines.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. The practice performed higher than average for patient satisfaction relating to healthcare professionals being good or very good at treating them with care and

concern. A 100% of respondents to the GP patient survey commented that they felt they had confidence and trust in the healthcare professional they saw or spoke to.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice scored significantly higher than average in the national GP patient survey for getting through to the practice on the phone. The practice was also rated above average for satisfaction with type of appointment offered and times.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. The practice had been involved in a number of pilot work, was a training practice and had strong emphasis on staff development.

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

- Ensure that all works identified within the legionella risk assessments are completed.
- Ensure that the practice records the action taken to address any outstanding actions within the electronic document managements system.

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 CQC lead inspector. The team included a GP specialist advisor and a specialist practice manager advisor.

Background to OHP-Bishops Castle Medical Practice

OHP- Bishops Castle Medical Practice is part of the provider at scale organisation Our Health Partnership (OHP).

Our Health Partnership (OHP) currently consists of 52 across the West Midlands and Shropshire. The provider has a centralised team to provide support to member practices in terms of quality, finance, workforce, business planning, contracts and general management, whilst retaining autonomy for service delivery at individual practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally.

OHP added OHP- Bishops Castle Medical Practice as a location to their registration in August 2017.

The practice has a registered patient list size of 5,429 patients.

The practice is part of Shropshire NHS Clinical Commissioning Group (CCG).

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract ensures practices provide essential services for people with health issues including chronic disease management and end of life care.

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

The percentage of the practice population with a long-standing health condition is 52.9% which is in line with local and national average.

The percentage of patients under the age of 18 is lower for the practice in comparison with the CCG and National average. The percentage of patients who are over 65 years of age is higher than CCG and national average.

The population covered is predominantly white British.

The practice staffing comprises:

- Three GP partners (male)
- Three associated GPs (Females)
- Three Advanced Nurse Practitioners
- Two Practice Nurses
- One Health Care Assistant
- One Clinical Pharmacist
- One Practice Manager
- One Reception Manager
- A team of administration and reception
- One cleaner

Additional information about the practice is available on their website:

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.