

Botley Medical Centre

Inspection report

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Botley
Oxford
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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?

Requires Improvement 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Botley Medical Centre on 27 and 28 September. Overall, the practice is rated as good and requires improvement for providing effective services.

Safe - Good

Effective - Requires Improvement

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection in December 2021 the practice was rated requires improvement overall and for three key questions. At this inspection we identified continued improvements in the provision of services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Botley Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up breaches of regulation from a previous inspection in line with our inspection priorities.

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:

- Conducting staff interviews using video conferencing facilities.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- 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
- information from the provider, patients, the public and other organisations.

We found that:

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There were improved systems to provide ongoing care for patients with long-term conditions. However, some patients did not always receive follow-up care regarding their conditions.
- There were improved systems for monitoring the care provided to patients. Areas for audit were being identified and used to drive improvements.
- Staff received training and appraisals. Supervision arrangements were not always appropriate.
- There were significant improvements to governance systems.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Access to services had improved although patients continued to report difficulty in accessing appointments at times.
- Patients could access care and treatment in a timely way.
- Staff reported a supportive and inclusive culture. A new practice manager was employed in May 2022 and staff and patients reported improvements in engagement and services since this time.

We found one breach of regulations. The provider **must**:

- Ensure appropriate and timely care planning takes place to ensure the health, safety and welfare of patients, including where responsibility for the care and treatment is shared with other services.

In addition the provider **should**:

- Continue to review and identify means of improving patient access to services.
- Review the supervision arrangements for staff who require formal supervision in line with national guidance.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location. The inspection was shadowed by a CQC Director of Primary and Community Care.

Background to Botley Medical Centre

Botley Medical Centre is located in Oxford:

Elms Road

Botley

Oxford

OX2 9JS

The practice has a branch surgery at:

Kennington Surgery

200 Kennington Rd

Kennington,

Oxford

OX1 5PY

The provider is registered with CQC to deliver the following Regulated Activities:

- Diagnostic and Screening Procedures
- Maternity and Midwifery Services
- Treatment of Disease, Disorder or Injury
- Surgical Procedures
- Family Planning Services

These are delivered from both sites.

The practice is situated within the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of approximately 14,500 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called a primary care network (PCN).

The practice provides medical services to the local community including some students at Harcourt Hill campus of Oxford Brookes University. The area has lower deprivation among its population, and a lower ethnic diversity compared to other parts of Oxford City.

There are three GP partners, and locum GPs working at the practice. The clinical team includes an advanced nurse practitioner, one practice nurse, a clinical pharmacist and two health care assistants. The clinical team are supported by two practice managers and a team of administration and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments can be booked on the day only and a duty doctor system is used to assess the urgency of patients' needs.

The practice operates an on the day appointment service. If the GP needs to see a patient face-to-face, then the patient is offered an appointment. Virtual or phone appointments are also available. Extended hours appointments were also available. The practice was supported by an independent healthcare service who provided online consultations to expand patient access to services.

The practice has opted out of providing out of hours services to their patients. There are arrangements in place for services to be provided when the practice is closed and these are displayed at the practice, in the practice information leaflet and on the patient website. Occasionally, out of hours services are provided during protected learning time by another provider who also provide the out of hours service after 6.30pm, weekends and bank holidays. This service is accessed by calling NHS 111.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Family planning services	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe Care and Treatment
Maternity and midwifery services	
Surgical procedures	How the regulation was not being met:
Treatment of disease, disorder or injury	<p>Patients were not always provided with reviews and follow up care related to their long term conditions and their care was not always coordinated or communicated effectively with other services as required.</p> <p>The provider was not ensuring appropriate and timely care planning took place to ensure the health, safety and welfare of the patients, including where responsibility for the care and treatment is shared with other services.</p> <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>