

Bury Knowle Health Centre

Inspection report

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Date of inspection visit: 10/09/2019
Date of publication: 30/10/2019

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?

Outstanding 

Overall summary

We carried out a planned comprehensive inspection at Bury Knowle Health Centre and two of the provider's branch sites on 10 and 11 September 2019. The inspection was part of our inspection programme of newly registered providers of health care.

This was the first inspection for this provider. 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.
- 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 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-centre care.
- The practice was innovative in the use of information technology systems to support patient care.

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

- Evaluate the work underway to improve cancer screening rates to identify whether uptake rates for screening improve.
- Update all staff in the practice procedure for recording secondary checks of medicine fridge temperatures.

Details of our findings and the evidence supporting the change in rating 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

The inspection team on the first day of inspection comprised a Lead CQC Inspector and a CQC GP Advisor. On the second day the Lead Inspector visited the branch surgeries.

Background to Bury Knowle Health Centre

Bury Knowle Health Centre is the main practice site for the provider Hedena Health. Hedena Health is a limited company that formed in 2017 when the previous GP partnership took on the management of two further practice sites that were previously managed by other GPs.

The practice, and its four branch sites serves a registered patient population of approximately 29,100. Data shows a higher than average number of patients aged under 55 years old are registered with the practice whilst there are a lower than average number of patients aged over 65 years old. The practice has the fifth most deprived registered population in the county and has a higher than average number of patients whose first language is not English. There is a higher than average turnover of registered patients.

There is a large team of staff working across the five practice sites. The team comprises: 17 GPs equating to 11.54 whole time equivalents (WTE); 10 nurses including advanced nurse practitioners and nurse prescribers; three health care assistants; one paramedic; two social prescribers and a team of managerial and administrative staff including the company Managing Director (Practice Manager).

The main practice site at Bury Knowle Health Centre is a purpose built, well equipped health facility. The branch sites are in a variety of premises including Wood Farm Health Centre, Marston Pharmacy, The John Radcliffe Hospital and Barton Surgery. When Hedena Health took on the services at Marston they were required to accommodate the services in new premises and when commencing management of the Wood Farm services a programme of refurbishment was commenced. These refurbishments are nearing completion.

During the course of the two day inspection we visited Bury Knowle Health Centre, Wood Farm Health Centre and Barton Surgery.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are available on midweek evenings, early mornings and every Saturday morning.

The provider is registered to provide the following regulated activities: Diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease disorder and injury.