

Harbourside Family Practice

Inspection report

The Marina Healthcare Centre
2 Haven View, Portishead
Bristol
BS20 7QA
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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 

Overall summary

We carried out an announced focused follow up inspection at Harbourside Family Practice on 4 December 2018 as part of our inspection programme.

At this inspection, we checked to ensure that areas identified as requiring improvement from our previous comprehensive inspection in July 2018 had been addressed. We limited the inspection to the safe domain and did not review other domains or the population groups, all of which were rated as good at the last inspection. 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.

At the last inspection in July 2018 we rated the practice as requires improvement for providing safe services because:

- The provider had not ensured care and treatment was provided in a safe way to patients. Specifically, the practice vaccine fridges consistently recorded maximum temperatures in excess of the safe storage temperature.

At this inspection, we found that the provider had satisfactorily addressed these areas.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. A comprehensive action plan had been devised the day after the July 2018 inspection and all actions had been completed within two months.

We have rated this practice as good overall and good for providing safe services.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Our inspection team

Our inspection team was carried out led by a CQC lead inspector.

Background to Harbourside Family Practice

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

diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures; and treatment of disease, disorder or injury.

These are delivered from a single location at:

The Marina Healthcare Centre,

2 Haven View,

Portishead,

Bristol

BS20 7QA

Harbourside Family Practice is situated in Portishead, a coastal town near Bristol. It is within the recently formed (1 April 2018) NHS Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) area; and provides services to 10,000 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of four GPs (all female) who originally registered with the CQC in April 2013. The practice also employs four salaried GPs (all female); and the GPs are supported by a clinical pharmacist, a nurse manager, practice nurses, health care assistants and a team of management and administration staff. The practice is not currently part of any wider network of GP practices.

There are higher than average numbers of patients aged between 15 and 64 years; and fewer patients aged 65 years and over than the national average. The National General Practice Profile states that 3% of the practice population is from a Black, Asian or other Minority Ethnic (BAME) background.

Information published by Public Health England, rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.