

Montpelier Health Centre

Inspection report

Bath Buildings

Bristol

Avon

BS6 5PT

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www.montpelierhealthcentre.co.uk

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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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. We carried out an inspection of this service due to the length of time since the last inspection as well as the information received during our review which indicated that there may have been a significant (either deterioration or improvement) to the overall quality of care provided since the last inspection. Due to these reasons we conducted a full comprehensive inspection of this service.

This inspection focused on the following key questions:

- Is the service safe?
- Is the service effective?
- Is the service caring?
- Is the service responsive?
- Is the service well led?

We have rated this practice as requires improvement overall.

We rated the practice as requires improvement for providing effective services.

We found that;

- Practice systems did not ensure consistently appropriate exception reporting or give assurances that all patients received appropriate care and treatment.
- Staff training was not delivered in line with practice policy and oversight of training was not embedded.

These areas affect all population groups so we have rated all population groups as requires improvement.

We rated the practice as requires improvement for providing well led services.

We found that;

Governance systems did not clearly demonstrate an embedded programme of assessment, monitoring or mitigation of risk. For example:

- Practice processes to record and act on medicine alerts were not always comprehensive.
- Practice processes to mitigate risk to patients and staff was not always effective.

We rated the practice as good for providing safe, caring and responsive services.

We found that;

- The practice provided clinical care in a way that kept patients safe and protected them from avoidable harm.
- 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 areas where the provider **must** make improvements are;

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The areas where the provider **should** make improvements are;

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to improve uptake of cervical smears.

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

Rosie Benneyworth

Chief Inspector of PMS and Integrated Care

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Montpelier Health Centre

Montpelier Health Centre is located at Bath Buildings, Bristol, BS6 5PT. This building is owned and managed by NHS property services.

The practice has an additional surgery in the building adjacent. This is known as Bath Buildings and patients can attend either surgery for their appointments. This building is owned and managed by the practice partners.

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

Montpelier Health Centre is situated in the NHS Bristol, North Somerset and South Gloucestershire CCG. It provides services to approximately 20,090 patients under the terms of a primary medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider's clinical team consists of five GP partners, 10 salaried GPs, a consulting clinical pharmacist, a clinical pharmacist, two nurse managers, eight practice nurses, four health care assistants, a district nurse, a paramedic, a physician's associate, an urgent care practitioner and a minor illness nurse. The administration team consists of a practice manager, deputy practice manager, administration manager and reception and admin staff.

According to Public Health England data, 36% of the practice population is from non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Out of hours services are provided by BrisDoc.

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 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 requirements.

Regulated activity	Regulation
	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met...</p> <p>Systems and processes must be established and operated effectively to ensure compliance with the requirements in this Part.</p> <p>In particular we found:</p> <ul style="list-style-type: none">• There was not effective oversight of staff training. Not all staff were up to date or had received training in line with practice policy and national guidance.• Systems to ensure policies were consistently followed, were not embedded.• Practice systems for exception reporting did not ensure this was always appropriate and that patients received necessary care and treatment.• Processes to mitigate risks to patients and staff were not embedded. For example, systems to monitor blank prescriptions stationery. <p>This was a breach of Regulation 17 (1) of the Health and Social Care Act 2008 (Regulated Activity) Regulations 2014.</p>