

Bedwell Medical Centre

Inspection report

Sinfield Close
Bedwell Crescent
Stevenage
Hertfordshire
SG1 1LQ
Tel: 01438 311130
www.bedwellandroebucksurgery.com

Date of inspection visit: 12 March 2019
Date of publication: 11/04/2019

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?

Good 

Overall summary

We carried out an announced comprehensive inspection at Bedwell Medical Centre on 12 March 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.
- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue to take steps to ensure staff members' complete essential training relevant to their roles.
- Continue to monitor infection prevention and control process, particularly in relation to staff training and undertaking infection control audits on a regular basis.
- Continue to take steps to ensure all relevant staff members receive guidance on the steps to take if they encountered a deteriorating or acutely unwell patient.
- Continue to encourage patients to attend appointments in relation to national screening programmes.
- Continue to improve levels of patient satisfaction, in particular, those in relation to access.

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

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 adviser, a practice nurse specialist adviser and a practice manager specialist adviser.

Background to Bedwell Medical Centre

Bedwell Medical Centre is located at Sinfield Close, Bedwell Crescent, Stevenage, Hertfordshire, SG1 1LQ. The practice has a branch surgery located approximately two miles away from the main practice. Roebuck Surgery is located at 114 Broadwater Crescent, Stevenage, Hertfordshire, SG2 8HW. We visited the main practice and branch surgery as part of this inspection.

The provider is registered with CQC to deliver five Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury. Services are provided on a General Medical Services (GMS) contract (a nationally agreed contract) to approximately 12,789 patients.

Bedwell Medical Centre is located within the Hertfordshire local authority and is one of 55 practices serving the NHS East and North Hertfordshire Clinical Commissioning Group (CCG) area. The practice has one registered manager in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

Bedwell Medical Centre is an accredited teaching and training practice. The practice team consists of four GP Partners; three of which are female. There are three female salaried GPs, two GP trainees and one foundation year student. The nursing team consists of three practice nurse. The practice has a practice manager, two deputy practice managers, two reception managers and a team of reception and administration staff members.

The age of the practice population served is comparable to local and national averages. The practice has a slightly higher than average number of patients aged five to 14 years old and a slightly lower than average number of patients aged 65 to 74 years old. The practice population is predominantly white British and has a black and minority ethnic population of approximately 13% (2011 census). Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The Out of Hours service is provided by Herts Urgent Care and can be accessed via the NHS 111 service. Information about this is available in the practice, on the practice website and on the practice telephone line.