

Picton Medical Centre

Inspection report

Westbourne Green Community Health Centre
50 Heaton Road
Bradford
West Yorkshire
BD8 8RA
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Date of inspection visit: 05/03/2019
Date of publication: 22/03/2019

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 Picton Medical Centre on 5 March 2019 as part of our inspection programme. Picton Medical Centre was previously inspected on 3 February 2015 and was rated as good.

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, except for the population group of people whose circumstances may make them vulnerable which we rated as outstanding for providing responsive care, and therefore outstanding overall for this population group.

We found that:

- The practice provided 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. Data taken from the NHS website showed that 100% of patients would recommend the practice to their family and friends.
- The practice planned, organised, delivered and reviewed services to meet patients' needs. Patients could access care and treatment in a timely way.

- The compassionate way the practice was led and managed promoted the delivery of high-quality, holistic, person-centre care to vulnerable patients.

We saw one area of outstanding practice:

- We saw that the practice provided co-ordinated, joined up care for vulnerable patients and individuals. The practice led and participated in a number of local community and self-directed initiatives to ensure that the care given to vulnerable patients and individuals in the local community met their needs and challenges. We saw examples of caring staff going the extra mile to ensure that patients received care that exceeded their expectations. Staff were involved with a number of charities, the distribution of food bank vouchers, homeless initiatives and volunteered at a local food kitchen.

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

- Review and improve the process of responding to safety alerts to assure themselves all alerts had been managed and responded to.
- Continue to improve and encourage the uptake of screening by patients registered with the practice, including cervical, breast and bowel cancer screening.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

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	Outstanding	
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 advisor, a second CQC inspector and an employee of CQC who was shadowing the team.

Background to Picton Medical Centre

Picton Medical Centre, is located within Westbourne Green Community Health Centre, 50 Heaton Road, Bradford, BD8 8RA.

The branch site, Picton at Whetley Medical Centre, is situated in Whetley Medical Centre, Saplin Street, Bradford, West Yorkshire, BD8 9DW. Both surgeries are located in purpose built buildings with good transport links, car parking on site and a pharmacy located nearby. Picton at Whetley Medical Centre is approximately 0.5 mile from the main site. We visited both sites as part of our inspection.

The practice is within the Bradford City Clinical Commissioning Group (CCG) and provides services to 9,052 patients under the terms of a Personal Medical Services (PMS) contract. This is a contract between General Practices and NHS Bradford City CCG for the delivery of services to the local community.

The provider is registered with the Care Quality Commission (CQC) to deliver the following regulated activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Public Health England Information states that 74% of the practice population is from a South Asian background

with a further 7% of the population originating from a mixed, black or non-white ethnic group. There is a higher than national average number of patients aged 39 and under which is in keeping with the area, with fewer patients aged over 45 than the national average.

The practice area is rated as experiencing the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. People living in more deprived areas tend to have a greater need for health services. Nationally, the average number of times a person visits their GP in a year is five. CCG statistics show that in Bradford City the average number of visits is between nine and 11.

Bradford City CCG is the most deprived area in England, 18% of the practice population are unemployed compared to the CCG average of 10%, the national average of 4%.

Male life expectancy is 74 years compared to the national average of 79 years. Female life expectancy is 79 years compared to the national average of 83 years.

The provider is registered as a partnership of two GP's (both male). There are a further two permanent locum GPs, including one female GP, who between them offer 19

clinical sessions per week across both sites. In addition, other clinical staff include three advanced practitioners, four part-time practice nurses, two healthcare assistants (HCA) and a trainee HCA, all of whom are female. There is also a practice pharmacist who works six sessions per week and is being supported to undertake advanced practitioner training. The clinical team are supported by the practice manager, the service manager and a team of non-clinical staff.

Picton Medical Centre at Westbourne Green is open between 8am and 6pm Monday to Wednesday and between 7am and 6pm on a Thursday and Friday. Appointments are available during morning and afternoon clinics. Appointments are offered at the Picton at Whetley site between 8.30am and 6pm Monday to Friday, except on a Thursday when appointments are available from 8am.

The practice is a member of a federated healthcare group which offers extended access appointments at three 'hub' sites across the city, including at Picton Medical Centre. Appointments are available between 6.30pm and 9.30pm Monday to Friday and between 10am and 1pm on Saturday and Sunday. Patients have access to appointments with a GP, nurse, physiotherapist, a mental health worker or a healthcare assistant.

Out-of-hours treatment can be accessed by calling the surgery telephone number or contacting the NHS 111 service.

During our inspection we saw that the provider was displaying the previously awarded ratings in the practice and on their website.