

# Bildeston Health Centre

## Inspection report

The Health Centre  
High Street, Bildeston  
Ipswich  
Suffolk  
IP7 7EX  
Tel: 01449 740254  
[www.bildestonhealthcentre.co.uk](http://www.bildestonhealthcentre.co.uk)

Date of inspection visit: 6/2/2019  
Date of publication: 14/03/2019

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

The practice is rated as **good** overall. The previous inspection report was published in June 2016 and the practice rated good overall and outstanding for caring.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Bildeston Health Centre on 6 February 2019. This was part of our planned 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. At this inspection we found:

- 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, compassion and respect and involved them in decisions about their care and treatment.
- 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 is no longer rated as outstanding for caring. Initiatives that were previously regarded as innovative or unusual may no longer be so, because things have moved on in primary care and having now inspected all GP practices we have a better understanding of the baseline.

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

- Improve the system for the oversight of training, to ensure it is effective and accurate.
- Improve the system for checking that evidence based practice is followed for prescribing.
- The practice should have a formal proactive check of the competency of staff employed in advanced clinical practice.
- Continue with plans to re-establish the Patient Participation Group.

**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



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

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

## Background to Bildeston Health Centre

- The name of the registered provider is Bildeston Health Centre.
- The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice has a General Medical Services (GMS) contract with NHS Ipswich and East Suffolk Clinical Commissioning Group (CCG).
- There are approximately 6,780 patients registered at the practice.
- The practice area covers the village of Bildeston and the surrounding rural villages.
- The surgery is situated in a purpose-built health centre, and has a dispensary within the practice dispensing to 89% of its patient list. The practice provides treatment and consultation rooms on the ground floor with ramp access and automatic doors.
- The practice offers dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy.
- There are three GP partners, (two male and one female), one advanced nurse practitioner, two practice nurses who are prescribers and two healthcare assistants. The practice manager is supported by an assistant practice manager and lead a team of three administration and five reception staff. The dispensary is led by a dispensary manager, a dispensary team leader and seven dispensing staff.
- The practice and dispensary are open Monday to Friday from 8am to 6.30pm, with the dispensary closed between 1pm and 2pm. The practice is open Saturday from 9am to 12 midday for pre-booked appointments only.
- Patients could book evening and weekend appointments with a GP through Suffolk GP+ (Suffolk GP+ is for patients who urgently need a doctor's appointment, or are not able to attend their usual GP practice on a weekday.)
- According to information taken from Public Health England, the patient population for this service has a lower than average number of patients aged 0 to 17 years, a significantly higher than average number of patients aged 65 to 84 years, and a higher than average number of patients aged over 84 years, compared to the practice average across England. Income deprivation affecting children and older people was significantly below the England average. Male life expectancy is 82 years for men, which is above the England average at 79 years. Female life expectancy is 85 years for women, which is above the England average of 83 years.

- 
- 
- An out of hours service is provided locally by Integrated Care 24 through the NHS 111 service.