

Belvidere Medical Practice

Inspection report

23 Belvidere Road
Shrewsbury
Shropshire
SY2 5LS
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www.belvideremedicalpractice.nhs.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

Outstanding 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Outstanding 

Are services responsive?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Belvidere Medical Practice on 09 January 2020 due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: Safe, Effective and Well-Led. Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Caring and Responsive.

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 previously carried out a comprehensive inspection at Belvidere Medical Practice on 2 June 2015. The overall rating was Outstanding. We rated the service as outstanding for providing caring and responsive services and good for providing safe, effective and well-led services. The report on the June 2015 inspection can be found by selecting the 'all reports' link for Belvidere Medical Practice on our website at .

We have rated this practice as outstanding overall and outstanding for all the population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice understood the needs of its population and tailored services in response to those needs.
- Patients received effective care and treatment that met their needs and was planned and delivered according to evidence-based guidelines.

- Eight of the 10 quality indicators used to monitor the effectiveness of the care and treatment provided to patients were above the national average. Overall exception reporting was lower than local and national averages, meaning more patients were included.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There was an open and transparent culture within the practice.
- Staff felt valued and supported in their work and the development of their roles.
- Patients were highly satisfied with the with the service they received from the practice.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Leaders demonstrated that they had the capacity and skills to deliver high quality sustainable care. They were aware of their strengths and challenges and had taken action to address any shortfalls.
- The practice had a clear vision and credible strategy to provide high quality sustainable care.

The areas where the provider should make improvements are:

- Consider reviewing the security of consultation rooms.
- Ensure all staff complete essential training.
- Formalise whole team meetings to share learning and information practice wide.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGPChief Inspector of General Practice

Population group ratings

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

Our inspection team

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

Background to Belvidere Medical Practice

Belvidere Medical Practice is registered with the Care Quality Commission (CQC) as a partnership GP provider. The practice provides primary medical services to approximately 6,000 registered patients, an increase of 800 patients since the last inspection. The practice is located at 23 Belvidere Road Shrewsbury, Shropshire SY2 5LS. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease disorder or injury from this location only.

The practice is part of the NHS Shropshire Clinical Commissioning Group and holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice area serves a population of quite widely differing income groups and levels of deprivation compared with local and national averages. Demographically the average life expectancy and age profile of patients is mainly comparable with local and national averages however, 23% of the practice population are over 65 years old, which is slightly below the local average of 25.8% but higher than the national average of 17%. The percentage of patients with a

long-term condition is 60.7% which is higher than the local CCG average of 55% and the national average of 51% which could mean an increased demand for GP services. The National General Practice Profile describes the practice ethnicity as being 97.6% white British, 0.9% mixed race, 1.3% Asian, 0.1% black and 0.1% other non-white ethnicities.

The practice staffing comprises:

- Three GP partners and two salaried GPs (two male, three female) 3.1 whole time equivalent (WTE) in addition to a previous GP Partner that provides locum cover.
- Three practice nurses and one respiratory nurse (female) WTE 1.5.
- A practice manager assisted by a team of six administrative staff, two secretarial staff, two note summarisers/QOF support staff, and one cleaner. Two of these staff have joint roles as care and community co-ordinators.

The practice is open Monday between 8am and 6pm and Tuesday to Friday between 8am and 1pm and 1.30pm and 6pm. Extended hours appointments with a nurse are offered on a Tuesday and Wednesday from 6pm until

7.30pm Phone lines are diverted between the hours of 1pm and 2pm however an alternative emergency telephone number is provided and managed by the practice. The reception is open during these times.

When the practice is closed patients are directed towards the out of hours provider via the NHS 111 service. Patients also have access to the Extended GP Access Service provided by Darwin Health Limited during

evenings and weekends. Routine appointments can be booked in person, by telephone or on-line. Home visits are available to patients with complex needs or who are unable to attend the practice.

The practice is a training practice for Foundation Doctors.

Further details about the practice can be found by accessing the practice's website at www.belvideremedicalpractice.nhs.uk