

Wibsey and Queensbury Medical Practice

Inspection report

Wibsey Medical Centre
Fair Road, Wibsey
Bradford
West Yorkshire
BD6 1TD
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Date of inspection visit: 3 Mar to 3 Mar 2020
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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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced focused inspection at Wibsey and Queensbury Medical Practice on 2 July 2019. The overall rating for the practice following that inspection was inadequate and the practice was placed into special measures. We identified breaches of two legal requirements. A requirement notice was issued for one breach and a warning notice for the other. The inspection report for that inspection can be found by selecting the 'all reports' link for Wibsey and Queensbury Medical Practice on our website at www.cqc.org.uk.

We carried out a further focused inspection on 22 January 2020 to check whether the provider had taken steps to comply with the legal requirements of the warning notice against Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014, Good governance. This inspection was not rated.

This inspection was an announced comprehensive inspection, carried out on 3 March 2020 to review the practice's response to the breach of regulation identified at our previous inspection, and to review other improvements and changes made within the practice.

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 for five of the population groups. We rated the practice requires improvement for providing well-led services and for the population group 'people with long term conditions'.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

- The practice had reviewed and improved governance systems to support the safe running of the practice and ensured leaders had access to relevant information.
- The practice had recruited new staff to support the running of the service. This included a practice nurse, a new practice manager and had extended the leadership team to include a patient services manager.
- 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 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.

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

- Continue to review and embed governance systems to ensure appropriate oversight. For example; emergency medication and equipment checks; significant event analysis and MHRA alerts.
- Continue to review and improve Quality and Outcomes Framework (QoF) performance for long-term conditions and mental health indicators.
- Continue to review and improve uptake of cervical screening.

I am taking the service out of special measures. This recognises the improvements made to the quality of care provided by the service. Details of our findings and evidence supporting our decisions and ratings are set out in the evidence table

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
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

The inspection was carried out by a CQC lead inspector, a GP specialist advisor and a second CQC inspector.

Background to Wibsey and Queensbury Medical Practice

Wibsey and Queensbury Medical Practice is located at Wibsey Medical Centre, Fair Road, Wibsey, BD6 1TD. There is also a branch site, located at Queensbury Health Centre, Russell Road, Queensbury, BD13 2AD. We visited both sites as part of this inspection.

The provider is registered with CQC to deliver the following Regulated Activities;

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

Wibsey and Queensbury Medical Practice is situated within the NHS Bradford Districts Clinical Commissioning Group (CCG) and provides services to approximately 11,191 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering service to the local community.

The service is provided by four GP partners (two male and two female). The GPs are supported by two practice nurses (female), a full time clinical pharmacist and two health care assistants.

At this inspection a newly recruited practice manager was in place. They were supported by a newly recruited patient services manager and a team of reception, administration and secretarial staff.

The National General Practice Profile states that 85% of the practice population is from a White British or Irish origin and a further 10% from an Asian background. The remainder of the population is originating from black, mixed or other non-white ethnic groups.

Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

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
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance.</p> <p>In particular we found:</p> <p>The provider did not have a system in place to respond to complaints in line with the complaints policy. There was no evidence to demonstrate that any investigation had been undertaken and confirm that complaints timescales had been adhered to.</p> <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>