

The Armada Family Practice

Inspection report

Whitchurch Health Centre
Armada Road, Whitchurch
Bristol
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www.armadapractice.co.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

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 focused inspection at The Armada Family Practice on 28 November 2019 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change (either deterioration or improvement) to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective, Responsive and Well Led; and all six patient population groups.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe - Good
- Caring - 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.

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. However, exception reporting coding for patients with some long term conditions was inaccurate; and the rate of uptake for cervical cancer screening was below target.
- 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. Patients could access care and treatment in a timely way. However, some patients found it difficult to get through to the practice by phone.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue action to improve the uptake of cervical cancer screening for eligible women.
- Continue action to improve accuracy of exception report coding.
- Continue action to improve patient satisfaction especially in relation to access by phone.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

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	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection was led by a CQC lead inspector, supported by a GP specialist advisor.

Background to The Armada Family Practice

Armada Family Practice is located in a suburban area of Bristol city and is one of 80 practices in the Bristol, North Somerset and South Gloucestershire (BNSSG) Clinical Commissioning Group (CCG) area. The practice provides services to 16,710 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures; and treatment of disease, disorder or injury. These are delivered from a single location:

Whitchurch Health Centre, Armada Road, Whitchurch, Bristol BS14 0SU

The provider is a partnership of three comprising two GP partners (both female) and the practice manager (who is also the Registered Manager). The practice employs 12 salaried GPs; four advanced nurse practitioners (ANPs); seven practice nurses; an advanced paramedic practitioner; two clinical pharmacists; a physiotherapist; two community nurses; and three health care assistants (HCAs). They are supported by a practice management and administrative team. The practice is a teaching

practice for medical students. On the day of this inspection there were three salaried GPs on parental leave with cover in place from locum GPs; and there was one GP trainee present.

The practice patient age profile is in line with local and national averages for all age groups except for older patients where there is a higher than average number of patients over the age of 65 (20%) than the national average (17%). The National General Practice Profile states that 95.5% of the practice population is from a white background with 4.5% of the population 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 five, on a scale of one to ten. (Level one represents the highest levels of deprivation and level ten the lowest). Male and female life expectancy is 79 years and 84 years respectively, both of which are the same as the respective national average.

The practice does not provide out-of-hours services to its patients and when closed patients can access the local out-of-hours service provider via NHS 111. Contact information for this service is available in the practice and on the practice website.