

# St George Health Centre

## Inspection report

Bellevue Road  
St George  
Bristol  
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www.stgeorgehealthcentre.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

Good 

Are services safe?

Requires improvement 

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 St George Health Centre on 5 March 2019 as part of our 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.** We have rated the practice as Good for the provision of effective, caring, responsive and well-led care, and as Requires Improvement for the provision of safe care. All the population groups were rated as good.

We rated the practice as requires improvement for providing safe care because:

- On the day of our inspection not all emergency medicines were in date and ready to use, and there was no risk assessment to support that the practice had assessed they did not require to hold paediatric pads available for use with the defibrillator.
- On the day of our inspection the practice did not consider that training in the Mental Capacity Act or competence to give consent to be mandatory for all clinicians, as recommended in recognised guidance and there was no evidence that two clinicians had received such training.
- There was no clear system of clinical supervision and support available for nursing staff.
- There was no evidence that patients being seen by a health care assistant as part of a mental health service had been assessed by a clinician as being appropriate to be seen by the health care assistant.

We rated the practice as good for providing caring, effective, responsive and well-led care because:

- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The previous provider's exception reporting rate was reported as significantly higher than average across a range of performance measurements. However, the practice identified this as an area of improvement and unverified quality monitoring data showed significant improvement across all domains and exception reporting in 2018/19.

The areas where the provider must make improvements are:

- Ensure that care and treatment is provided in a safe way.

The areas where the provider should make improvements are:

- The provider should ensure that appropriate standards for the management of sharps are maintained.

(Please see the specific details on action required at the end of this report).

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

**Dr Rosie Benneyworth** BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## 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 CQC lead inspector.  
The team included a GP specialist adviser.

## Background to St George Health Centre

St George Health Centre is situated in a residential area on the east side of Bristol and has approximately 22,200 registered patients. It is managed by Fireclay Health and is one of the practices serving the NHS Bristol, North Somerset and South Gloucestershire (CCG) area. The practice is registered to provide the following regulated activities:

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

The practice is located in a purpose-built premises over two floors. There is a central patient waiting and reception on the ground floor with consulting and treatment rooms accessible from this area.

There are automatic front doors, a lift to the first floor, a toilet suitable for patients with a disability and a check-in screen which included languages other than English. The waiting areas are shared with a number of other medical services that operate from the same building.

St George Health Centre has a branch called Lodgeside Surgery which is about a mile away from the main surgery. We did not visit the branch surgery as part of this inspection.

The practice provides a number of services and clinics for its patients, including childhood immunisations, family planning, minor surgery, and a range of health lifestyle management and advice services, including asthma management, diabetes, heart disease and high blood pressure management.

Data available shows a measure of deprivation in the local area recorded a score of 4, on a scale of 1-10, where a higher score indicates a less deprived area. (Note that the circumstances and lifestyles of the people living in an area affect its deprivation score. Not everyone living in a

deprived area is deprived and not all deprived people live in deprived areas). The area the practice serves is urban and has a significant number of patients from different cultural backgrounds. 85% of the practice population describes itself as white British, 6% as black, 5% as Asian and 4% as of dual or multiple heritage. Average male and female life expectancy for patients at the practice is 78 years and 82 years respectively, which is similar to the local average and in line with the national average of 79 and 83 years respectively.

There are eight GP partners and eight salaried GPs making a full-time equivalent of nine GPs. There are eight nurses, three pharmacists, six health care assistants and

two phlebotomists. These clinical staff are supported by a management team of five people lead by two practice managers, and a reception and administrative team of 32 staff, and five domestic staff.

The practice is open from 8am to 6.30pm, Monday to Friday. Appointments with a GP are 8.00am to 6.30pm, Monday to Friday. The practice offers extended hours appointments. These are 7.30am to 8am on Tuesday-Friday, 6.30pm to 7pm Monday-Friday, and 9am to 12pm every Saturday.

The practice has opted out of providing a full Out of Hours service to its own patients. Patients can access an Out of Hours GP service by calling NHS 111. Information about how to contact the out of hours service was available in the waiting area and on the practice website.

The practice has a Primary Medical Services (PMS) contract to deliver health care services. A PMS contract is a locally agreed alternative to the standard General Medical Services contract used when services are agreed locally with a practice which may include additional services beyond the standard contract.

The practice provides services from the following sites:

- St George's Health Centre, Bellevue Road, St George, Bristol, BS5 7PH.
- Lodgeside Surgery, 22 Lodgeside Avenue, Kingswood, Bristol, BS15 1WW

The practice has a website containing further information. It can be found here [www.stgeorgehealthcentre.nhs.uk](http://www.stgeorgehealthcentre.nhs.uk)

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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>The practice did not adequately ensure that care and treatment was provided in a safe way for service users. Specifically, we found:</b></p> <ul style="list-style-type: none"><li>• On the day of our inspection not all emergency medicines were in date and ready to use, and there was no risk assessment to support that the practice had assessed they did not required, to hold paediatric pads available for use with the defibrillator.</li><li>• There was no evidence two clinicians had received such training in Mental Capacity Act or competence to give consent.</li><li>• There was no clear system of clinical supervision and support available for nursing staff.</li><li>• There was no evidence that patients being seen by a health care assistant as part of a mental health service had been assessed by a clinician as being appropriate to be seen by the health care assistant.</li></ul> <p><b>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</b></p>