

## PRESS RELEASE: 2 February January 2022

# Bilborough Medical Centre Makes 'Good' Progress

Bilborough Medical Centre and its branch site Assarts Farm Medical Centre have been recognised as a **'good'** following their first full inspection by the Care Quality Commission (CQC). Both practices have been managed by Nottingham City GP Alliance (NCGPA) since 1<sup>st</sup> April 2021, under a care-taker contract initially, and now as a full-time provider on a 10-year contract.

During the inspections, which took place in April 2020 and November 2021, the practices were examined on five key categories – 'safe', 'effective', 'caring', 'well-led' and 'responsive'. The practices were awarded the rating of **'good'** across the board, which is an excellent result and significant improvement from the last CQC inspection.

Inspectors have written up their findings in [a report](#), which was issued to NCGPA on 11 January 2022. In the report it was noted that leaders had an inspiring shared purpose and strive to deliver and motivate staff to succeed. Focus was also given to the culture of innovation and continuous improvement at the practices thanks to the pilot of an automatic booking system that enables patients to respond to a text message and book an appointment for a specific clinic such as cervical screening.

Adele Cresswell, the Chief Operating Officer at NCGPA, commented:

***"All at NCGPA are delighted with the CQC rating we have achieved. Managing a practice previously rated as 'requires improvement' doesn't come without its challenges, but the team at Bilborough Medical Centre have risen to the challenge and improved services for the better health management of the local population. We have taken an innovative approach to patient care with the practice, utilising technology where possible as well as implementing robust systems and processes to support the team to succeed in their roles. As we settle into our long-term provider contract we will continue to make sustainable improvements all-round."***

Dr Dick Churchill, Clinical Lead at Bilborough Medical Centre and Assarts Farm:

***"The CQC report is proof of what I believe is an exceptional team that works hard to support the patients who are registered with us. Covid has presented many obstacles to care that have been well documented in the media, however the team have worked tirelessly to ensure our patients received the best care possible given the circumstances. We have worked differently and embraced the challenges which have resulted in a more flexible and innovative use of practice time. Now we have more stability in the management of the practice we will continue to improve on the hard work that has already taken place."***

Bilborough Medical Centre is located in the heart of Bilborough, Assarts Farm is located in Nuthall. Across both sites the practices serve over 11,000 patients. The team providing care is multi-disciplinary and is made up of GPs, Practice Nurses, Health Care Assistants, Clinical Pharmacists and Social Prescribers as well as a strong administration team. Patients at both practices can also access appointments at GP+ in the evening and at weekends.

The Care Quality Commission is the independent regulator of health and social care providers in England and conducts periodic inspections of GP Surgeries across the country.

#### **Notes to editors**

**Service website:** [https:// www.bilboroughmedicalcentre.co.uk](https://www.bilboroughmedicalcentre.co.uk)

**Find out more about CQC:** <https://www.cqc.org.uk/>

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