

Burnham & Berrow Medical Centre

Inspection report

Love Lane
Burnham On Sea
TA8 1EU
Tel: 01278795445
www.burnhamandberrowmedicalcentre.co.uk

Date of inspection visit: 15 November 2022
Date of publication: 26/01/2023

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

Previously we carried out an announced comprehensive inspection on 28 July and 1 August 2022. We applied urgent conditions to the provider registration of Burnham & Berrow Medical Centre. The conditions focused on reviewing patients' care and treatment; clearing the backlog of unactioned tasks and correspondence; ensuring all significant events raised in practice were reviewed, necessary action taken and learning shared with practice staff. This was in relation to the significant concerns identified relating to patient safety and leadership and governance.

Additionally we served warning notices on the provider for breaches of Regulation 17 Good Governance and Regulation 18 Staffing of the Health and Social Care Act 2008 (Regulation Activities) Regulations 2014 because the quality of care they are responsible for fell below expected standards and legal requirements.

We carried out an announced focused inspection at Burnham & Berrow Medical Centre on 15 November 2022 to confirm that the practice had met the legal requirements in relation to the conditions placed on their registration and the warning notices issued. We did not rate this inspection. The rating of inadequate and special measures period remains in place until we undertake a full comprehensive inspection.

At this inspection, we found that improvements had been made and the practice had met the requirements in relation to the conditions and warning notices issued.

The full reports for previous inspections can be found by selecting the 'all reports' link for Burnham & Berrow on our website at www.cqc.org.uk

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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 found that:

- Processes to support the management of tasks and workflow of documents had improved. The practice had reduced the backlog of unfiled documents and had implemented a protocol to support the timely review of test results.
- The provider had introduced a medicines safety protocol for patients with overdue monitoring.

Overall summary

- Regular audits were conducted on the prescribing of high risk medicines and the number of medicine reviews conducted.
- Processes to support the review of significant events had improved. All significant events previously identified had received a review.
- The practice had improved monitoring of patients with long term conditions and had prioritised patients most at risk.
- Staff competencies had been reviewed and training requirements identified.

The areas where the provider **should** make improvements are:

- Implement practice specific guidance on safeguarding processes and ensure information is disseminated among necessary staff.
- Review processes to ensure patients affected by safety alerts are identified and appropriate actions are taken.
- Implement processes to formally supervise staff employed in advanced clinical practice.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location. The site visit was supported by a second CQC inspector.

Background to Burnham & Berrow Medical Centre

Burnham Medical Centre is located in Burnham on Sea at:

Love Lane

Burnham on Sea

Somerset

TA8 1EU

The practice has a branch surgery Berrow Medical Centre at:

Berrow Health Campus

Brent Road

Burnham on Sea

Somerset

TA8 2JU

We did not visit the branch site as part of this inspection.

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

The practice offers services from both a main practice and a branch site. Patients can access services at either site.

The practice is situated in the Somerset Integrated Care Board (ICB) and delivers services to a patient population of approximately 15,300. The practice's catchment area ranges from Brean Down in the North, through Brean, Berrow, Burnham-on-Sea and Highbridge to the boundary with West Huntspill in the South and Eastwards covers the villages of Brent Knoll and East Brent. The practice also has patients registered who reside at a number of local nursing and care homes and sheltered accommodations. Burnham-on-Sea and the surrounding area accommodate large tourist numbers with many camping and caravanning sites in the area.

The practice is part of a wider network of GP five practices forming the North Sedgemoor Primary Care Network. Information published by Public Health England shows that deprivation within the practice population group is six on a scale of one to ten. The lower the decile, the more deprived the practice population is relative to others.

At the time of inspection, the clinical team comprised of two GPs partners, three salaried GPs, four primary care practitioners (paramedics), three long term condition nurses, treatment room nurses, healthcare assistants, and a phlebotomist. Not all clinical staff worked full time hours. The clinical team was supported by a management partner and reception and administration teams.

An external company had been brought in to assist with the day to day practice management in collaboration with the registered partners.

The practice has opted out of providing out of hours services to their patients. Patients were advised to contact the out of hours services via the NHS 111 service.