

Bryant Street Medical Centre – Surgery C

Inspection report

Bryant Street Medical Centre
29 Bryant Street
Chatham
ME4 5QS
Tel: 01634848911

Date of inspection visit: 25 November 2021
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Bryant Street Medical Centre – Surgery C on 25 November 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 17 February 2021, the practice was rated Requires Improvement overall, all key questions were rated Requires Improvement except for the provision of responsive services, which was rated Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Bryant Street Medical Centre – Surgery C on our website at www.cqc.org.uk

Why we carried out this inspection

This was a comprehensive follow up inspection which included a review breaches of regulation found at the previous inspection and areas of service that we advised should be improved.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit to the practice.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected

Overall summary

- 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, as well as for providing safe, effective, caring, responsive and well-led services.

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

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

- Continue with and complete their action plan to ensure all health and safety as well as infection control risks are addressed appropriately.
- Continue with their plan to routinely monitor uncollected prescriptions.
- Continue to improve immunisation and screening uptake, specifically childhood immunisations and cervical cancer screening.
- Continue to improve percentage rates for positive response to the National GP Survey in relation to: patients feeling listened to; being treated with care and concern; and with their overall experience of the practice.

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

Our inspection team

Our inspection team was led by a CQC lead inspector, who was supported by a second CQC inspector and a GP specialist advisor.

Background to Bryant Street Medical Centre - Surgery C

Bryant Street Medical Centre - Surgery C is located at 29 Bryant Street, Chatham, Kent, ME4 5QS.

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.

The practice is situated within the Kent and Medway Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 7,813.

The practice is part of a wider network of GP practices, the Medway Central Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 83% White, 9% Asian, 4% Black, 3% Mixed and 1% Other.

There are higher than average number of patients under the age of 18 when compared with national and local averages. There is a lower proportion of patients over the age of 65, when compared with the national average.

The practice staff consists of two GP partners (male and female), one practice manager, one practice nurse (female) and a health care professional (female). The practice also directly employs three locum GPs (one male and two female). The GPs are supported at the practice by a team of reception/administration staff.

Extended access is provided locally by the practice, where late evening and weekend appointments are available. Out of hours services are provided by MEDDOC.