

# Brownsover Medical Centre

## Inspection report

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[www.coventryrugbyccg.nhs.uk/Patient-Voice/](http://www.coventryrugbyccg.nhs.uk/Patient-Voice/Welcome/Brownsover-surgery---Rugby)

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Date of inspection visit: 24 March 2022

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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



# Overall summary

We carried out an announced focussed inspection of Brownsover Medical Practice on 24 March 2022.

Safe - Good

## Why we carried out this inspection

The practice was inspected on 29 and 30 October 2019 and whilst the practice was rated Good overall, it was rated as Requires Improvement for providing safe services. During this inspection we identified breaches of Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment and Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed. We issued a requirement notice in relation to these breaches and the practice provided an action plan in response to these areas.

We carried out an announced focussed inspection of the practice on 24 March 2022 to confirm that the practice had carried out their plan to meet the legal requirements regarding the breaches in regulation set out in the requirement notice we issued to the provider.

## 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 using video conferencing
- Requesting and reviewing evidence from the provider

## 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 have rated this practice as Good for providing safe services, the practices overall rating of Good remains.**

We found that:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- There was evidence of improved governance across the practices recruitment systems.
- We saw evidence to support that staff were up to date with required essential and mandatory training.
- Systems and record keeping with regards to Patient Group Directions and staff immunisation status had been strengthened and was reflective of best practice guidance.

# Overall summary

- Policies had been improved and we saw evidence to support this across chaperoning and with regards to medicines and safety alerts.
- A snapshot of unvalidated and unpublished data provided by the practice during our inspection highlighted that childhood immunisation uptake for two and five year olds were up to 89%.

**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 spoke with staff using video conferencing facilities and reviewed evidence from the provider.

## Background to Brownsover Medical Centre

Brownsover Medical Practice is situated in a purpose-built health centre in the town of Rugby, within Warwickshire. Information published by Public Health England shows that deprivation within the practice population group is in the fourth decile (four of 10) with one being most deprived and 10 being least deprived. Approximately 8,450 patients are registered with the practice and the practice's patients are mostly within working-aged groups.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The provider of the practice is a local healthcare organisation called Spirit Healthcare. Spirit Healthcare works with NHS partners to provide primary care services at Brownsover Medical Practice and across several other local GP practices. The clinical team at the practice includes a mix of male and female GPs, comprising of a GP clinical lead and three salaried GPs. There are also two practice nurses and two advanced care practitioners in the team. There is a practice manager who is supported by a deputy manager and a team of staff who cover secretarial, administration and non-clinical patient service duties.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations however if the GP needs to see a patient face-to-face then the patient is offered an appointment with a clinician suited to their needs.

The practice is open for appointments between 8am and 6.30pm on all weekdays. Patients can access appointments on evenings between 6.30pm and 9pm and on Saturdays between 9am and 5pm. When the practice is closed patients are directed to the GP out of hours service which is accessed through the 111 service and provided by the Practice Plus Group.