

# The Brook Surgery

## Inspection report

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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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Good



# Overall summary

At the previous inspection 31 July 2018 was rated the practice as Requires Improvement overall and in the Safe, Responsive and Well-Led key questions. We carried out an announced follow-up comprehensive inspection at The Brook Surgery on 1 August 2019 to follow-up on previous breaches in regulation 12; Safe care and treatment, regulation 19; recruitment procedures and regulation 17; Good governance.

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.

**At this inspection, although we saw significant improvements in the areas of concern from the previous inspection we have rated this practice as requires improvement overall, as the effective and responsive key questions were rated as requires Improvement. The practice is rated as requires improvement for all population groups as both the effective and responsive key questions were rated as requires improvement.**

We rated the practice as **Requires Improvement** for providing effective services because:

- Cervical screening and childhood immunisation uptake data for the practice was below local and national averages. Cervical screening uptake data had declined since the previous inspection. The practice had begun a programme of quality improvement activity in this area in the form of audits and the new data, provided by the practice indicated that there may be some improvement beginning.
- Childhood immunisation data was lower than averages. The practice provided us with recent childhood immunisation data that related to the first quarter of 2019. This data did not indicate that there was an improvement overall.

We rated the practice as **Requires Improvement** for providing responsive services because:

- The practice offered their patients seven-day access to care and treatment, either through themselves or

through the federation but were unable to yet demonstrate that data relating to patient satisfaction with access to care and treatment had improved. Although the practice had run their own survey, there was no formal analysis of the results and questions asked did not fully reflect the questions asked on the national GP patient survey. Although this provided some indication that patient satisfaction had begun to improve, the practice acknowledged that there was still work to be done.

We rated the practice as **Good** for providing safe, caring and well-led services because:

- The practice responded immediately and proactively to the identification of concerns relating to the lack of monitoring of vaccines and has taken steps to address this including engaging with Public health England (PHE), the Clinical Commissioning Group (CCG) and employing a dedicated member of staff to ensure oversight of this and train staff.
- We saw that staff dealt with patients with kindness and respect and involved them in decisions about their care. This was aligned with feedback received from the practices in-house survey.
- The practice had made improvements to strengthen governance oversight and there was a commitment to continuous learning

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

- Continue to strengthen the governance arrangements across both sites
- Continue to take steps to monitor and improve patient satisfaction in relation to access to care and treatment and continuity of care.
- Continue to take steps to improve cancer screening and childhood immunisation results.
- Continue to monitor systems established to ensure medicines are stored safely.

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

**Dr Rosie Benneworth BM BS BMedSci MRCGP**

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Requires improvement</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to The Brook Surgery

The Brook surgery, known locally as the Spark Medical group, is situated in the Sparkbrook area of Birmingham within a purpose-built health centre. The practice also has a branch site situated in Moseley and patients can access both sites.

The practice population is approximately 5300 patients with a higher number of patients under 65 years of age compared to the national average. Approximately 67% of the practice population identify as Black, Minority, Ethnic (BME).

The level of deprivation in the area according to the deprivation decile is one out of ten (The Index of Multiple Deprivation 2015, is the official measure of relative deprivation for small areas (or neighbourhoods) in England. The Index of Multiple Deprivation ranks areas in England from one (most deprived area) to ten (least deprived area).

For more information on the practice please visit their website at; [www.sparkbrookhealth.nhs.uk](http://www.sparkbrookhealth.nhs.uk)

The Brook Surgery is led by a single-handed GP (male) and also has four sessional GPs (three female and one male), a female Advanced Nursing Practitioner (ANP), a female Advanced Clinical Practitioner (ACP) and two Health Care Assistants (HCA) who are also both female.

The practice manager is supported by administration and reception staff.

The practice's opening hours are Monday to Friday 8am until 6.30pm at the main site. The branch site opening hours are Monday 8.30am until 5pm, Tuesday 8.30am until 1pm and then from 3pm until 8pm, Wednesday from 8.30am until 1pm, Thursday from 8.30am until 6.30pm

and Friday from 8.30am until 1pm and then from 4pm until 6.30pm. Patients can access services at either site.

The practice is a member of the My Healthcare federation that offers extended access hours at local hub centres, each weekday until 8.30pm and at weekends from 8am until 8pm.

The practice provides NHS primary health care services for patients registered with the practice and holds a Primary Medical Service (PMS) contract with the local Clinical Commissioning Group (CCG).

The Brook Surgery is registered with CQC to provide five regulated activities associated with primary medical services, which are; treatment of disease, disorder and injury, family planning, maternity and midwifery, diagnostic and screening procedures and surgical procedures.

The practice's out of hours service is provided by Birmingham and District General Practitioner Emergency Rooms (BADGER). Telephone lines are automatically diverted there when the practice is closed.