

Bryant Street Medical Centre – Surgery C

Inspection report

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

Date of inspection visit: 06 June 2023
Date of publication: 03/07/2023

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

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 comprehensive inspection of Bryant Street Medical Centre – Surgery C on 6 June 2023. Overall, the practice is rated as Good.

Safe – Good

Effective – Good

Caring – Good

Responsive – Good

Well-led – Good

Following our previous inspection on 25 November 2021, the practice was rated Good overall and for all key questions.

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

We carried out this comprehensive inspection in line with our inspection priorities and we looked at Safe, Effective, Caring, Responsive and Well-led key questions.

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 to the practice.
- Speaking to members of the patient participation group.

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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

Overall summary

- 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.
- 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.
- The practice had a well-established staff team.
- Staff felt well supported and happy in their roles at the practice.

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

- Ensure records are kept to evidence staff have received appropriate immunisations in line with guidance.
- Continue to take action to improve childhood immunisation and cervical screening uptake.
- Implement equality and diversity training for staff.
- Continue working to improve the national GP Patient Survey results.

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 Health Care

Our inspection team

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

Background to Bryant Street Medical Centre - Surgery C

Bryant Street Medical Centre – Surgery C is located in Chatham, Kent at:

29 Bryant Street

Chatham

Kent

ME4 5QS

The practice website is: www.bryantstreetmedicalcentre.nhs.uk

The provider is registered with CQC to deliver the following 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 NHS Kent and Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of approximately 8,000.

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

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (2 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 9.5% Asian, 82.5% White, 4.5% Black, 2.5% Mixed, and 1% Other.

The practice has a high number of patients under the age of 18 compared to local and national averages and a lower number of patients over the age of 65 when compared with local and national averages.

The practice staff consists of 2 GP partners, a practice manager, a practice nurse and a health care assistant. The practice also directly employs 3 regular locum GPs. The GPs are supported at the practice by a team of reception and administration staff.

The practice is open between 8am to 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the practice where early morning (Tuesday from 7.30am), late evening (Monday until 8pm) and weekend appointments are available. Out of hours services are provided by Medoc.