

Bramhall Park Medical Centre

Inspection report

235 Bramhall Lane South
Bramhall
Stockport
Greater Manchester
SK7 3EP

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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Bramhall Park Medical Centre on 26 March 2019 as part of our inspection programme. Our inspection team was led by a CQC inspector and included a GP specialist advisor.

At the last inspection carried out 2 March 2016 we rated the practice as good overall.

Our judgement of the quality of care at this service is based 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.

The practice is rated as good overall.

We rated the practice as requires improvement for providing safe services because:

- The practice did not have safe and effective systems and processes to manage medicines and equipment.

This means that:

- People who used the service were generally protected from avoidable harm and abuse, however management of patient and emergency medicines and equipment were not always safe.
- Patients had good outcomes because they received effective care and treatment that met their needs.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- Patients' needs were met by the way in which services were organised and delivered.

- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.

We saw one area of outstanding practice:

- The practice had understood the needs of its population and provided healthy living opportunities and dedicated clinics including Saturday morning "lifestyle" and learning disability clinics, together with walking clubs and access to health software applications.

There were areas where the provider must make improvements:

- Ensure care and treatment is provided in a safe way to patients.

There were areas where the provider should make improvements:

- Review the process for additional nurses being authorised for patient group directions (PGDs).
- Include details of the escalation process in letters to complainants.
- Review some infection control measures.

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

Population group ratings

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

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to Bramhall Park Medical Centre

Bramhall Park Medical Centre is located at 235 Bramhall Lane South, Bramhall, Stockport, SK7 3EP with a branch location at Shaw Heath Health Centre, Gilmore Street, Shaw Heath, Stockport, SK3 8DN. We visited both sites as part of our inspection. Bramhall & Shaw Heath Medical Group is the registered provider and is part of the Stockport Clinical Commissioning Group (CCG). Services are provided under a general medical services (GMS) contract with NHS England. The practice building at Bramhall Park covers three floors, the building at Shaw Heath is a purpose-built health centre and both sites provide suitable access for people with mobility issues. More information about the practice is available on their website address: www.bramhallparkmedicalcentre.co.uk.

There are approximately 14,400 patients registered at the practice. The practice population includes a higher proportion (66%) of patients with a long-standing health condition, and a higher proportion (7%) of people unemployed, in comparison with the national average of 54% and 5% respectively. Information published by Public Health England rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has six GP partners (male and female), four salaried GPs, one trainee GP, one advanced nurse practitioner, three practice nurses and two health care assistants (HCAs). The clinical team is supported by a practice management team and a team of receptionists and administrators.

Both GP surgeries are open from 7.30am to 6.30pm Monday to Friday. The practice opens every Saturday morning with each surgery opening on alternate Saturdays. The practice provides online access that allows patients to request and cancel an appointment as well as view medical records and request repeat prescriptions.

The practice offers extended hours, patients are also signposted to other commissioned services within the locality. Out of hours service is provided by Mastercall, Pepper Road, Hazel Grove, Stockport.

The practice provides the following regulated activities: treatment of disease, disorder or injury, surgical procedures, diagnostic and screening procedures, family planning and maternity and midwifery services.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met.</p> <p>Assessments of the risks to the health and safety of service users of receiving care or treatment were not being carried out. In particular:</p> <p>monitoring of the prescribing of higher risk medicines was not always completed safely, medicines were not always stored securely, processes for checking of equipment was not effective.</p> <p>This was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.