

# Bruce Grove Primary Health Care Centre

## Inspection report

461-463 High Road  
Tottenham  
London  
N17 6QB  
Tel: 02088084710

Date of inspection visit: 11 August 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

Inspected but not rated



Are services safe?

Inspected but not rated



# Overall summary

We carried out an announced inspection of Bruce Grove Primary Health Care Centre on 10 and 11 August 2022. We have not revised the ratings from our previous inspection, which remain:

Overall, the practice is rated as Requires improvement.

The ratings for each key question are:

Safe – Inadequate

Effective - Requires improvement

Caring – Requires improvement

Responsive – Requires improvement

Well-led – Requires improvement

The full report of our previous inspection on 25 and 26 April 2022 can be found on our website at: <https://www.cqc.org.uk/location/1-550196059>

At our previous inspection, we identified concerns regarding appropriate monitoring of patients who were prescribed high-risk medicines. Additionally, patients who were prescribed medicines for long-term conditions were not always monitored appropriately. We found a number of missing items from the practice's supply of emergency medicines with no accompanying risk assessments to justify why these items were not stocked. We identified issues regarding fire safety and noted the practice did not have a fire alarm system installed. The practice premises were in a poor state of repair and facilities offered by the practice did not always allow for patient privacy and dignity to be maintained.

We served a warning notice under Section 29 of the Health and Social Care Act 2008 in relation to breaches of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and a requirement notice in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The practice told us it had taken immediate steps to address our concerns and subsequently sent us a plan of the actions taken.

## Why we carried out this inspection

We carried out this focused inspection on 10 and 11 August 2022 looking at the identified breaches set out in the Regulation 12 warning notice, under the key question Safe, and to review the action taken by the practice. We found the practice had taken sufficient action to deem the warning notice met. We did not review the Regulation 17 requirement notice and have not revised ratings for the practice. We will consider those issues when we carry out a further follow up inspection in due course.

## 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.

# Overall summary

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:

- A site visit on 11 August 2022 to consider the actions taken by the provider;
- A remote clinical review of patients' records and the clinical correspondence system on 10 August 2022, and discussion between the lead GP and a CQC GP specialist advisor (GP SpA) regarding actions taken in response to the warning notice.
- A remote review of relevant policies, protocols and action plans developed or revised by the provider since our last visit.

## 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:

- Since our previous inspection, the practice had improved the monitoring of patients prescribed angiotensin converting enzyme (ACE) inhibitors or angiotensin II receptor blockers (ARBs).
- Additionally, we found that the practice had taken appropriate action to improve the monitoring of patients who were overprescribed short acting beta agonists (SABA) inhalers to patients with asthma.
- The practice had improved the monitoring of thyroid function tests (TFTs) in patients prescribed medicines for hypothyroidism.
- The practice had supplied spare pads to accompany the defibrillator, which were suitable for both adult and paediatric use. Also, the missing items from the emergency medicines supply that were identified in our previous inspection had either been added to the stock held by the practice, or a risk assessment was present to justify why any item was not stocked.
- The practice had installed a fire alarm system.
- The practice had undergone extensive refurbishment to its premises and had remedied the peeling paintwork noted at the previous inspection. Additionally, the practice had been deep cleaned and no signs of black mould or damp were seen during the site visit. The practice had created a designated private area to support breastfeeding mothers and provide baby changing facilities.

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

- Ensure thorough documentation is included in the clinical records of patients who refuse blood tests, stating that they have been fully informed regarding the risks and repercussions of refusing monitoring. In addition, patients' capacity to make such a decision should be clearly recorded.
- Ensure patients are given structured annual reviews to monitor their long-term conditions.

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

# Overall summary

**Dr Sean O'Kelly** BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and in person, and undertook a site visit. The team included a GP specialist advisor who completed clinical searches and records reviews remotely.

## Background to Bruce Grove Primary Health Care Centre

Bruce Grove Primary Health Care Centre is located at 461-463 High Street, London, N17 6QB. The practice is situated a short walking distance from Bruce Grove underground station and is also accessible on several local bus routes.

The practice is registered with the CQC to provide the Regulated Activities: Diagnostic and screening procedures; Maternity and midwifery services; Treatment of disease, disorder or injury.

The practice is part of the North Central London Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 7500.

Information published by Public Health England report deprivation within the practice population group as 2 on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest. The practice population is predominantly from either a White (42.9%) or Black (32.9%) background.

There is a team of three GPs who work at the practice, with two GPs as partners. The practice has one practice nurse and one healthcare assistant. The GPs are supported by a team of eight reception/administration staff. The two practice managers provide managerial oversight. The practice has additional support from colleagues within the Primary Care Network (PCN), including pharmacists and social prescribers.

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. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Extended hours access is provided by the practice on Tuesday evenings, where pre-bookable later evening appointments are offered between 6:30pm – 7:30pm.