

Dysart Surgery

Inspection report

13 Ravensbourne Road
Bromley
Kent
BR1 1HN
Tel: 0208 464 4138
www.dysartsurgery.co.uk

Date of inspection visit: 12/02/2019
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dysart surgery on 12 February 2019 as part of our inspection programme. We previously carried out an announced comprehensive inspection at Dysart surgery on 10 February 2015. Overall the practice was rated as outstanding. It was rated as outstanding for providing effective, responsive and caring services. The relevant reports can be downloaded from:

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 rated the practice as **outstanding** for providing responsive services because:

- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.
- There were innovative approaches to providing integrated person-centred care.
- The practice had identified areas where there were gaps in provision locally and had taken steps to address them.

We found that the practice was outstanding for its treatment of people whose circumstances may make them vulnerable and people experiencing poor mental health (including people with dementia). It was rated as good for its treatment of all older people, people with long-term conditions, families, children and young people and working age people (including those recently retired and students).

We have rated this practice as good overall and good for providing safe, effective, caring responsive and well led services.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The practice **should** continue to review ways to improve uptake of childhood immunisations and cervical screening.

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	Outstanding 
People experiencing poor mental health (including people with dementia)	Outstanding 

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser and practice manager specialist advisor.

Background to Dysart Surgery

Dysart Surgery is located at 13 Ravensbourne Road, Bromley, Kent, BR1 1HN.

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

Dysart Surgery is situated within the NHS Bromley Clinical Commissioning Group and provides services to approximately 12,000 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of six GPs, five female and one male. The practice is a training practice and has two

GP registrars. There are two nurses. The clinical staff are support by a team of reception and administrative staff. The practice is part of the Bromley GP Alliance Limited a wider network of GP practices.

The practice age profile is similar to that nationally. The percentage of people in employment in the practice area is higher than local and national averages. The National General Practice Profile states that 87% of the practice population are white, the remainder spread fairly evenly amongst Asians, black and mixed race peoples. Information published by Public Health England, rates the level of deprivation within the practice population group as nine on a scale of one to ten, where level one represents the highest levels of deprivation. Male life expectancy is 82 years, the national average is 80 years. Female life expectancy is 86 years, the national average is 82 years.