

Brighton Health and Wellbeing Centre

Inspection report

18-19 Western Road

Hove

BN3 1AE

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Date of inspection visit: 17 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

Inadequate



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced inspection at Brighton Health and Wellbeing Centre on the 17 August 2022 to assess compliance against two warning notices. Brighton Health and Wellbeing Centre is currently rated inadequate overall. This inspection was not rated and therefore the previous ratings remain unchanged.

We carried out an announced comprehensive follow up inspection of Brighton Health and Wellbeing Centre from 4 May 2022 to 6 May 2022. At this inspection we found insufficient improvements had been made and we identified additional concerns. The practice was rated inadequate and placed in special measures. On 20 May 2022 we issued two warning notices against Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance).

The full reports for previous inspections can be found by selecting the 'all reports' link for School House Surgery on our website at www.cqc.org.uk.

Why we carried out this inspection

This focused inspection was carried out on the 17 August 2022 to confirm whether the provider was compliant with the warning notices issued in May 2022. This report only covers our findings in relation to the warning notices.

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.

This inspection was carried out in a way that 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.

Our inspection included:

- Conducting staff interviews.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider, which was reviewed remotely.
- A site visit at the main practice. We did not visit the branch surgery as part of this inspection.

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.

At this inspection we found that improvements had been made and the provider was compliant with the two warning notices.

We found that:

Overall summary

- The provider had made significant improvements since our last inspection. Risks to patients, staff and visitors were assessed, monitored or managed in an effective manner. This included child and adult safeguarding processes, infection prevention and control, staffing including recruitment and supervision, and medicines management.
- Information to deliver safe care and treatment was now available to staff. The provider had processes to monitor workloads and any potential delays for summarising, referrals, test results, scanning and correspondence.
- The responsibilities, roles and systems of accountability to support good governance and management had been established. There had been improvements to procedures and processes.
- The provider was fully engaged and committed to completing and embedding improvement actions. They now had clear processes to identify, understand, monitor and address current and future risks, including risks to patient safety.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector undertook a site visit and spoke with staff in person. The team included a GP specialist advisor who also attended the site visit, spoke with staff, completed clinical searches, and conducted records reviews.

Background to Brighton Health and Wellbeing Centre

Brighton Health and Wellbeing Centre, also known as “Well BN”, is in the city of Brighton and Hove at:

18-19 Western Road, Hove, BN3 1AE

Brighton Health and Wellbeing Centre merged with a local GP practice in July 2022.

This practice has a branch surgery at:

Benfield Valley Healthcare Hub

225 Old Shoreham Road, Portslade, BN41 1 XR.

The practice offers services from both the main practice and a branch surgery. Patients can access services at either site.

The provider is registered with CQC to deliver the 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 Brighton and Hove Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of approximately 24,846. This is part of a contract held with NHS England.

The practice is part of a wider network of local GP practices who work collaboratively to provide primary care services.

Information published by Public Health England shows that deprivation within the practice population group is the sixth decile (out 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 88% White, 4% Mixed, 4% Asian, 2% Other and 1% Black.

Data available to the Care Quality Commission (CQC) shows the number of patients from birth to 18 years old served by the practice is slightly below the national average. The number of patients aged 65 years and over is below to the national average. The number of working age patients is above the average for England.

There is a team of nine GPs, as well as four GP registrars (trainee GPs). The practice has a team of three advanced nurse practitioners, two nurse practitioners, three practice nurses, three health care assistants and a phlebotomist. There is a team of pharmacists and pharmacy technicians who are led by the lead pharmacist. There is a management team who manage all business aspects of the practice. The practice is supported by a team of receptionists and administrative staff.

Private complementary therapies are available, either drop in or pre-booked. Patients are also provided with access to healing arts activities to support their health and wellbeing through an arts project, funded through the Brighton Health and Wellbeing Centre's charity. The charity helps fund courses of complementary therapies and healing arts services available at the centre, for those in need on a low income.

The practice is open between 8 am to 6:15 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Extended access appointments are available on Tuesday evenings until 8pm and on Saturday mornings between 8:30am and 11:30am.