

Brigstock Family Practice

Inspection report

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Brigstock Family Practice on 26 March 2019. We inspected to check if the practice had improved telephone and appointment access since we inspected on 13 January 2017, when the practice was rated as good, but requires improvement for responsive.

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 have rated this practice as good overall and good for all population groups.

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 practice organised and delivered services to meet patients' needs. Patients could access care and

treatment in a timely way. The practice had taken action to improve telephone access and appointment availability and there was some evidence that patient satisfaction had improved.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Review systems for recruitment checks and complaints to ensure they are operating as intended.
- Review and take action to improve performance that is out of line with average/targets: exception rates for diabetes performance indicators, take up of childhood immunisation and cancer indicators.
- Continue to monitor and take action to improve patient satisfaction with telephone access and appointment availability.

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 CQC lead inspector. The team included a GP specialist advisor and member of the CQC policy team who was shadowing the team.

Background to Brigstock Family Practice

Brigstock Family Practice provides services to approximately 4078 patients under a Personal Medical Services contract (an agreement between NHS England and general practices for delivering personal medical services). It sits within the Croydon Clinical Commissioning Group (CCG). The practice provides a number of enhanced services including Childhood Vaccination and Immunisation Scheme; Facilitating Timely Diagnosis and Support for People with Dementia; Influenza and Pneumococcal Immunisations; Rotavirus and Shingles Immunisation and Unplanned Admissions.

The practice staff includes a lead female GP, completing four sessions a week, two female salaried GPs, completing 13 sessions in total, and a long-term locum GP. There were three female practice nurses, female a health care assistant, a practice pharmacist and team of reception and administrative staff.

The practice is open from 8am to 8pm on Monday to Friday and 9am – 5pm on Saturday (for appointments booked through the enhanced access hub only).

Outside of these hours, cover was provided by the out of hours GP service which operated from 6.30pm to 8am seven days a week and the NHS 111 service. The provider is registered with the Care Quality Commission as an individual, to carry on the regulated activities of Family planning; Treatment of disease, disorder or injury; Surgical procedures; Diagnostic and screening procedures; Maternity and midwifery services.

Croydon Clinical Commissioning Group is in the fourth most deprived decile. The practice has significantly more females aged between 25 to 29 than national average and less males over 85.