

# Brighton Station Health Centre

## Quality 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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

The practice is rated good overall and good for providing safe services.

We carried out an announced focused inspection of this practice on 1 March 2017. The overall rating for the practice was good. However, a breach of legal requirements was found during that inspection within the safe domain. After the focused inspection, the practice sent us an action plan detailing what they would do to meet the legal requirements. We conducted a focused inspection on 23 June 2017 to check that the provider had followed their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

During our previous inspection on 1 March 2017 we found the following area where the practice must improve:

- The provider did not ensure that all staff were fully aware of the protocols relating to the recording and

reporting of temperatures of fridges containing medicines. The provider had not reinforced to staff the actions to be taken when there were temperatures recorded outside the recommended ranges.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

During the inspection on 23 June 2017 we found:

- The provider had systems in place to ensure that all staff were fully aware of the protocols relating to the recording and reporting of temperatures of fridges containing medicines. The provider reinforced to staff the actions to be taken when there were temperatures recorded outside of recommended ranges.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is now rated good for delivering safe services.

At our last inspection on 1 March 2017 we found that while systems and processes in place for monitoring the safe storage of medicines within the practice were in place, an incident had occurred where a temperature above the recommended range had been recorded in a fridge containing medicines without action being taken.

At this inspection, we found that the practice had implemented their action plan to ensure that this issue had been addressed. There were systems in place to ensure that all staff were fully aware of the protocols relating to the recording and reporting of temperatures of fridges containing medicines. The provider reinforced to staff the actions to be taken when there were temperatures recorded outside of recommended ranges.

**Good**



# Brighton Station Health Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The inspection was conducted by a CQC inspector.

## Background to Brighton Station Health Centre

Brighton Station Health Centre is a GP treatment centre offering general practitioner, sexual health and walk-in services. The GP and walk-in services are open from 8am to 8pm seven days a week. The sexual health service provides walk in appointments from 9am to 11.45am and from 2.30pm to 6.30pm and pre-bookable appointments from 8am to 8.40am. Phone lines for the centre are open from 8am to 8pm. There is a clinical director who is an advanced nurse practitioner and a service manager who is the CQC registered manager. The service is provided by Care UK who provide central support that includes clinical and policy guidance as well as other support functions

such as clinical governance and quality assurance. There is one salaried male GP and eight self-employed GPs, one of whom works regular sessions. There are three advanced nurse practitioners currently working at the practice. At the time of inspection a further advanced nurse practitioner had been appointed while another advanced nurse practitioner position was vacant. There are additional bank advanced nurse practitioners providing the walk-in service.

There are three sexual health practitioners with additional bank sexual health practitioners providing the sexual health service. There are a range of administrative and reception staff.

Services are provided from:

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There are approximately 6,900 registered patients within the GP practice. In addition the walk-in centre sees an average daily attendance of 65 patients and the sexual health service sees an average of 25 patients each day. The centre is contracted to provide sexual health services and the walk-in minor injury and illness service for patients across Brighton and Hove. The practice has a patient demographic where 85% of patients are aged between 20 and 49 years. Less than 7% are aged 50 and over and only 1% of patients are over the age of 65. Six percent of the patient population are under 18. Clinical prevalence of mental ill health and depression are higher than CCG and national averages and the practice has a transient population due to the walk in centre and practice location.

## Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on

# Detailed findings

1 March 2017 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Breach of legal a requirement was found. As a result, we undertook a focused inspection on 23 June 2017 to follow up on whether action had been taken to deal with the breach.

## How we carried out this inspection

During our visit we:

- Spoke with the practice management team and nursing staff.
- Reviewed practice documentation.

Please note that when referring to information throughout this report relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our last inspection on 1 March 2017 we found that safety systems and processes were not always assessed and well managed. This was in relation to safe storage of medicines.

At this inspection, on 23 June 2017, we found that the practice had implemented their action plan to ensure that this issue had been addressed. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

At our last inspection we found there had been one period of four days where a temperature above the recommended range had been recorded in a fridge containing medicines and that no action had been taken as a result.

At this inspection, we found that the practice had implemented systems and processes ensure staff were fully aware of the protocols relating to the recording and reporting of temperatures of fridges containing medicines and maintaining the cold chain. This included details of the required storage temperatures for each individual medicine along with appropriate action to take if a break in the cold chain had been recorded. The practice had updated the 'fridge checking form' to include a comments box for staff recording temperatures outside of recommended ranges with clear instructions about the action required as a result. The practice held a meeting at 9am each morning when amongst other issues, the recorded readings were minuted and discussed. Since our last inspection we saw that all temperatures recorded were within the required range for storage of medicines.