

The Broadshires Health Centre

Inspection report

Broadshires Way
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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 responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced focused inspection at The Broadshires Health Centre from 27 to 29th June 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Responsive - good

Well-led - good

Following our previous inspection published in April 2017 we rating the practice as Good.

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

Why we carried out this inspection

We undertook this inspection as we were made aware of risks associated with a loss of staff and leadership team members which potentially impacted on the ability of the service to provide appropriate service standards to patients. Therefore we undertook a focused inspection including the key questions of safe, effective, responsive and well-led.

How we carried out the inspection.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site 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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

Overall summary

- 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.
- Innovation was encouraged by leaders and staff participated in quality improvement activity.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We found no breaches of regulations. The provider **should:**

- Continue to implement the revised monitoring systems for patients on repeat medicines and prescribing subject to patient safety alerts.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to The Broadshires Health Centre

The Broadshires Health Centre is located in Carterton, Oxfordshire at:

Broadshires Way

Carterton

Oxfordshire

OX18 1JA

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 offers services from one site. It is situated within the Berkshire, Oxfordshire and Buckinghamshire Integrated Care Board (ICB). This is part of a contract held with NHS England. The practice is part of a wider network of GP practices called a primary care network (PCN). Joint services provided by the PCN are also delivered from the The Broadshires Health Centre premises.

The practice had a contract to dispense medicines to a proportion of its patients. This service was outsourced to an external pharmacy contractor.

The practice supports families of service personnel based at the local RAF base. They have a high proportion of patients under 5 years old and young families. The patient list has a high turn over, with new patients joining and leaving with the cycle of personnel based at the local RAF base.

According to the latest available data, the ethnic make-up of the practice area is 97% white, with 3% of different black and minority ethnic backgrounds.

The practice is in the 10th least deprived decile compared with the national average.

There is a team of 5 GPs supported by 2 long term locums. The practice has a team of 5 nurses who provide nurse led clinics for long-term conditions, contraception, cervical screening and wound care, among other services. The clinical team are supported at the practice by a team of reception and administration staff and a healthcare assistant. The practice manager and assistant practice manager provide managerial oversight. The practice had lost a number of partners and a practice manager in the previous 2 years. The remaining partners needed to consolidate the staffing team in place, identify a practice manager and ensure the long term financial stability of the practice.

The practice is open between 8am to 6.30pm Monday to Friday, with extended hours on a Tuesday evening. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided by a local NHS healthcare trust and can be accessed by calling 111.