

Brookfield Park Surgery

Inspection report

68 Chester Road
London
N19 5BZ
Tel: 02072639633
www.brookfieldparksurgery.co.uk

Date of inspection visit: 24 November 2023
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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 responsive to people's needs?

Good



Overall summary

We carried out an announced focused assessment at Brookfield Park Surgery on 24 November 2023 and the practice is rated good for providing responsive services to patients. Overall, the practice remains rated as good.

Safe - not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive – good

Well-led - not inspected, rating of good carried forward from previous inspection

Following our previous inspection on 16 November 2022 the practice was rated good overall and for all key questions.

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

Why we carried out this inspection

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the review

This assessment was carried out remotely. It did not include a site visit.

The process included:

- Conducting an interview with the provider and members of staff using video conferencing.
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider.
- Reviewing data we hold about the service
- Seeking information/feedback from relevant stakeholders

Overall summary

Our findings

We based our judgement of the responsive key question on a combination of:

- what we found when we met with the provider
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- According to the National GP patient survey results the practice had performed above national averages in all of the indicators regarding access.
- The practice had a significant positive variation regarding patient satisfaction with access to the practice by phone.
- The practice had indicators that were trending towards positive for the experience of making an appointment and the type of appointment they were offered. Their indicators for satisfaction with appointment times were comparable in data terms, but still higher than the national average.
- During the assessment process, the provider highlighted the actions they had taken to make improvements to the responsiveness of the service for their patient population. They also identified the areas to be put in place to continue this improvement.
- The practice worked collaboratively with its primary care network to ensure additional types of appointments and extended hours were available.
- The practice dealt with complaints in a timely manner and learned from them.

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 was led by a CQC lead inspector.

Background to Brookfield Park Surgery

Brookfield Park Surgery is located within the London Borough of Camden in North-West London:

68 Chester Road

Camden

London

N19 5BZ

The provider is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; family planning, maternity and midwifery services, surgical procedures and treatment of disease; disorder or injury.

The practice is situated within the North-West London Integrated Care System (ICS) and delivers General Medical Services (GMS) NHS contract to a patient population of about 3640.

The practice is part of a wider network of GP practices. It is part of the North Camden Primary Care Network (PCN) and has access to an additional local enhanced service via Camden GP Hub.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth decile (5 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 7% Asian, 6% Black, 77% White, 7% Mixed, and 3% Other.

There is a team of 3 GPs and 2 members of a nursing team who provide nurse led clinics for long-term conditions. There are associated health care professionals who support the practice. The GPs are supported by a management team and a team of reception/administration staff.

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

Extended access is provided locally by the PCN and the Camden GP Hub, where late evening and weekend appointments are available. Out of hours services are provided by 111.