

Brook Green Surgery

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

We carried out an announced comprehensive inspection of Brook Green Surgery on the 3 December 2015. The practice was rated as requires improvement for providing safe care. After the comprehensive inspection, the practice submitted an action plan, outlining what they would do to ensure the care they provided was effective and met the standard required by CQC.

We undertook this focussed inspection on 25 July 2016 to check that the practice had followed their plan and to confirm that they were now providing safe care. This report covers our findings in relation to those requirements and also where additional improvements have been made following the initial inspection. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Brook Green Surgery on our website at www.cqc.org.uk.

Overall the practice was rated as Good.

Following the focussed inspection we found the practice to be good for providing safe care.

Our key findings across all the areas we inspected were as follows:

- All staff had been Disclosure and Barring Service checked. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).
- All patient records were kept in safe and secured locked cabinets.

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 rated as good for providing safe services.

- All staff had been Disclosure and Barring Service checked
- Patient records were kept in safe and secured locked cabinets

Good



Brook Green Surgery

Detailed findings

Why we carried out this inspection

We undertook a focussed inspection of Brook Green Surgery on 25 July 2016. This is because the service had been rated as 'requires improvement' for providing safe care during the comprehensive inspection carried out on 3 December 2015.

We had found there were no Disclosure and Barring Service checks on file for the nurses and the administration staff that carried out chaperone duties. We also found that patient's records were stored in unlocked filing cabinets in the reception and waiting room area.

This inspection was carried out to check that improvements have been made. We inspected the practice against one of the five questions we asked about services: is the service safe.

Are services safe?

Our findings

Overview of safety systems and processes

The practice had clearly defined processes and practices in place to keep people safe, which included:

- All staff had been Disclosure and Barring Service checked. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).
- All patient records were kept in safe and secured in locked cabinets and only staff had access to them.