

Brookfield Park Surgery

Inspection report

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

Date of inspection visit: 16 November 2022
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive of the Brookfield Park Surgery (the practice) involving a site visit on 16 November 2022. It was the first inspection of the practice following the provider's registration as a sole practitioner in December 2021. The practice had previously been registered as a partnership, which we inspected in August 2016.

Overall, the practice is rated as Good

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

The full reports of our inspections and monitoring activities can be found on our website at:

www.cqc.org.uk/location/1-12180930823

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities, following the new registration in December 2021.

How we carried out the inspection

The 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 short site visit.
- Requesting written feedback from patients and staff.

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.

Overall summary

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.
- 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-centred care.

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

- Implement the actions recommended following the premises risk assessments conducted in November 2022, in accordance with the suggested timescales.
- Continue working to improve the uptake rates for childhood immunisations and cervical cancer screening.
- Continue with plans to reactivate the Patient Participation Group.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

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 Brookfield Park Surgery

Brookfield Park Surgery (the practice) operates at 68 Chester Road, Camden, London N19 5BZ. It is registered with 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 part of the North Central London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of 3,612, as at October 2022. This is part of a contract held with NHS England. The practice works with four other local GP practices comprising the North Camden Primary Care Network (the PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (five 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 77.3% White, 6.7% Asian, 6.3% Black, 6.8% Mixed, and 3% Other. The patient list has slightly increased over the past few years. There are more working age people on the list than the national average, with slightly fewer older and younger people. There are slightly more female patients on the practice list than males.

The clinical team consists of the registered provider, who is a female GP, and two salaried GPs, one female and one male. The service is a teaching practice, with one trainee doctor (GP registrar) currently working there. A practice nurse works two days per month and the practice shares a pharmacist and two physicians associates with other practices within the PCN.

The support team is made up of the practice manager and four administrative / reception staff, one of whom is also a healthcare assistant, providing clinical support.

The practice is open between 7:30 am and 6:30 pm on Mondays and Fridays and from 8:00 am to 6:30 pm on Tuesdays, Wednesdays and Thursdays. It is closed at weekends. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The Extended Access Service for the area is provided by one of the two local federations. The service operates at three locations within the borough from 6:30 pm to 8:30 pm on weekdays and between 9:00 am and 5:00 pm on Saturdays.

In addition, the local Enhanced Access Service is operated by another service provider, with late evening and weekend appointments are available at two additional locations. These operate between 6:30 pm and 8:00 pm on weekdays and between 8:00 am and 8:00 pm at weekends. Appointments can be booked directly with Brookfield Park Surgery or by phoning 0207 391 9979 and online at www.camdengphubs.co.uk

The local Out of Hours Service can be contacted by calling NHS111.