

Bridge Surgery

Inspection report

St Peters Street
Stapenhill
Burton On Trent
DE15 9AW
Tel: 01283563631
www.bridgesurgery.net

Date of inspection visit: 26 May 2021
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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 

Overall summary

We carried out an announced review at Bridge Surgery on 26 May 2021 to follow up on the findings from the last inspection on 29 October 2019. During the inspection on 29 October 2019 the practice was rated good overall and for the key questions effective, caring, responsive and well-led and rated requires improvement for providing a safe service.

Due to assurances we received from our review of information, we carried forward the ratings for the following key questions: effective, caring, responsive and well-led from our last inspection in October 2019.

Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key question: safe.

Overall, the practice is rated as Good. Following our review on 26 May 2021, it is rated as good in safe, effective, caring, responsive and well-led, as well as in all of the population groups.

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

Why we carried out this review

This review was a review of information without undertaking a site visit inspection to follow up on:

- Safe domain
- The breach of regulations identified in the previous inspection
- Areas for improvement identified in the previous inspection
- Ratings were carried forward from the previous inspection which included the effective, caring, responsive and well led domains.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which did not involve visiting the practice. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider.

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 have rated this practice as Good overall and good for all population groups.

We found that:

- The practice had actioned and put measures in place to comply with the Regulatory breach.
- Recruitment procedures had been improved and the required recruitment checks had been carried out.
- Systems were in place to record the dates of annual appraisals for staff.
- An induction policy had been developed and introduced, and a competency framework was due to be introduced in the near future.
- The security of blank prescriptions had improved.
- The practice continued to take action to improve the uptake of cervical cytology screening.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed evidence without visiting the location.

Background to Bridge Surgery

Bridge Surgery is located in Stapenhill at:

St Peters Street

Stapenhill

Burton on Trent

Staffs

DE15 9AW

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is a member of the NHS East Staffordshire Clinical Commissioning Group Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 9,861.

This is part of a contract held with NHS England. The practice is part of East Staffordshire Primary Care Network, a wider network of 18 GP practices that work collaboratively to deliver primary care services.

The age profile demonstrates a higher proportion of older patients compared to the local and national averages, and lower numbers of younger patients and working age patients compared to local and national averages:

- The percentage of older people registered with the practice is 25.2% which is above the CCG average of 19.1%, and the national average of 17.6%.
- The percentage of working age people registered with the practice is 58.1% which is below the CCG average of 60.1%, and the national average of 62.3%.
- The percentage of young people registered with the practice is 16.6% which below the CCG average of 20.8%, and the national average of 20.2%.

The National General Practice Profile describes the practice ethnicity as being predominantly white at 92.4% of the registered patients, with estimates of 1.5% mixed race, 4.9% Asian, 0.9% Black and 0.3% other groups.

There is a team of six GP partners, one salaried GP and one locum GP. The practice has three practice nurses and two health care assistants who provide nurse led clinics for long-term conditions, a clinical pharmacist and a pharmacist. The GPs are supported at the practice by the practice manager and teams of reception and administrative staff. The practice is a training practice for GP Registrars (trainee GP), with two trainees on placement at this time.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations.

Extended access is provided locally where late evening and weekend appointments are available. Out of hours services are accessed via NHS 111.