

Bromley GP Alliance

Inspection 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 location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection at the head office site, Bromley GP Alliance Limited on 28 January 2019, as part of our GP provider at scale pilot. This was to assess the centralised functions within Bromley GP Alliance Limited. Bromley GP Alliance provides services from various locations. The services include extended hours primary care services; community dermatology, headache and vasectomy services; a phlebotomy service and the provision of NHS health checks for people aged 40-74. We undertook the site visits on 12 March 2019 and 14 March 2019, as part of our inspection programme. Bromley GP Alliance Limited provides some services which are not regulated by the CQC. Therefore, at Bromley GP Alliance Limited, we were only able to inspect the services which were subject to regulation.

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 have rated this service as good overall.

We found that:

- The service 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.
- The way the services were led and managed promoted the delivery of high-quality, person-centre care. Leaders had the capacity and skills to deliver high-quality, sustainable care. They had a shared purpose, strived to deliver and motivated staff to succeed.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.
- The service organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- Feedback from patients who used the service, those close to them and external stakeholders was continually positive about the way staff cared for patients.

We saw several areas of outstanding practice:

- The practice provided a headache service exclusively for patients of Bromley. Rather than patients being referred to secondary care, their GPs could refer them to this service. The service was very popular, so the provider put on an additional clinic which reduced the waiting times for patients. Initially when the service started they were providing six routine appointments a week, due to the demand the provider increased the appointments offered and started providing 13 appointments a week. This meant it reduced the waiting times of patients suffering from severe headaches including cluster headaches, episodic tension headaches, medication overuse headaches and migraines. Prior to this service being offered we were told the average waiting time for a hospital referral could be five months, with this service the average waiting time was two months or less. The lead doctor who provided this service was also training local GPs with an interest and raising local awareness of the service to ensure the service was well embedded and sustainable in the longer term.
- Bromley GP Alliance (BGPA) was responsible for chairing the Integrated Care Networks multi-disciplinary meetings to improve patient care and develop services in the community. This initiative had seen over a 30% reduction in patients being admitted for non-elective care in the cohort (around 2000 patients) that had been through the system.

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

- Consider producing patient leaflets in other languages.
- Review the need for a hearing loop at the headache service.

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

Dr Rosie Benneworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a second CQC inspector, three GP specialist advisors. The composition of the team varied on each inspection depending on resource requirement and availability.

Background to Bromley GP Alliance

Bromley GP Alliance Limited head office address is located at 379 Croydon Road, Beckenham Kent, BR3 3QL. Bromley GP Alliance Limited provided some services which are not regulated by the CQC. Therefore, at Bromley GP Alliance Limited, we were only able to inspect the services which were subject to regulation. There are five services provided from eight locations at the following addresses:

Cator Medical Centre 379 Croydon Road, Beckenham Kent, BR3 3FD. (Extended hours service) (Vasectomy Service)

Poverest Medical Centre 42 Poverest Road, St Mary Cray, Orpington, Kent, BR5 2DQ. (Extended hours service) (Dermatology service) (Health checks)

Crown Medical Centre (Extended hours service) – Mackintosh Street Bromley BR2 9GT.

London Lane Clinic-(Headache Service) Kinnaird House 37-39 London Lane Bromley Kent BR1 4HB.

The Park Practice-(Phlebotomy) 17 Oakfield Road London SE20 8QA.

Summercroft Surgery-(Phlebotomy) Starts Hill Road Orpington Kent BR6 7AR.

Dysart Surgery-(Phlebotomy) 13 Ravensbourne Road Bromley Kent BR1 1HN.

Ballater Surgery-(Phlebotomy) 108 Chislehurst Road Orpington Kent BR6 0DP.

The extended hours service is a GP led routine appointment service operating from 4-8pm Mondays to Fridays and 8am-8pm Saturdays and Sundays. Patients are booked in through their own practice.

The headache service is a GP-led community headache service operating once a week from 1.30pm-4.30pm.

The dermatology service provides assessment and treatment for skin disorders. The service is run by two GPs with a special interest in dermatology operating from Monday to Friday 8am-1pm and 6pm to 8.45pm.

The vasectomy service provides a no-scalpel technique vasectomy under local anaesthetic. The service provides counselling and pre-operative assessment and advice. The service is run by one GP with a special interest every Tuesday from 6pm-9.30pm.

The phlebotomy service appointments can be booked by either the patient's GP or by patients contacting the office directly to book operating from 8am-6.30pm.

NHS Health Checks - The service offers the NHS Health Checks to patients from practices that are currently unable to offer sufficient numbers of health checks. The service is provided on a Tuesday from 1.30pm to 5pm, Thursday 6pm-8.45pm and Saturdays alternative times from 8.30am-12pm and 9am-1pm.

Bromley GP Alliance (BGPA) is a network of 39 Bromley Practices which are working collaboratively to enhance the health and wellbeing of Bromley residents - currently covering over 310,000 patients, nearly 95% of the Bromley population.

The provider is registered to undertake, maternity and midwifery services, family planning, surgical procedures, treatment of disease, disorder or injury and diagnostic and screening procedures.