

# Bruce Grove Primary Health Care Centre

## 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 caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

# Summary of findings

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## Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Bruce Grove Primary Healthcare Centre on 24 July 2017. The overall rating for the practice was requires improvement. The full comprehensive report on the July 2017 inspection can be found by selecting the 'all reports' link for Bruce Grove Primary Healthcare Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 21 March 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 24 July 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- A practice survey had been undertaken in November 2017 to gauge the views of patients which showed positive results. The practice carried out a follow up survey in March 2018 and are awaiting the results of this.
- Poor QOF scores had been reviewed and systems put in place to achieve improvement. This included clinical audit and a new system for recalling patients for review.
- The practice had reinstated the Patient Participation Group (PPG) and was working with the group to improve service to patients.

In addition the provider should:

- Continue to look at ways to improve QOF scores and patient outcomes especially in relation to patients with diabetes.

**Professor Steve Field CBE FRCP FFPH FRCGP**

Chief Inspector of General Practice

# Bruce Grove Primary Health Care Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Bruce Grove Primary Health Care Centre

Bruce Grove Primary Care Centre is located in Tottenham, North London. It is part of the Haringey Clinical Commissioning Group (CCG). The practice has a patient list of approximately 8200. Thirty nine percent of patients are aged under 18 (compared to the national practice average of 44%). Ten percent of patients are 65 or older (compared to the national patient average of 20%). Forty nine percent of patients have a long standing health condition.

The services provided by the practice include child health care, ante and postnatal care, immunisations, sexual health and contraception advice and management of long term conditions.

The staff team comprises two GP partners (male and female both working nine sessions a week), a female salaried GP (working nine sessions per week), a female practice nurse (working 20 hours a week), two part time managers, secretarial and reception staff. The practice also used two regular locum GPs who were offered a further eight sessions per week. Bruce Grove Primary Healthcare Centre holds a General Medical Service (GMS) contract with NHS England.

The practice's opening hours are:

- Monday, Tuesday, Wednesday and Friday 8am to 6.30pm
- Thursday 8am to 12.45pm

Appointments are available at the following times:

- Monday, Tuesday, Wednesday and Friday 9am to 1pm and 2pm to 6pm
- Thursday 9am to 12.30pm

In addition to pre-bookable appointments that could be booked up to four weeks in advance, urgent appointments are also available for people that need them. When the practice was closed, patients were directed to the local out of hour's provider. The practice did not run an extended hour's clinic but referred patients to the local GP hub which provided an out of hour's service. Routine weekend appointments were also provided by the local GP hub.

The practice is registered to provide the following regulated activities which we inspected:

- Treatment of disease, disorder or injury;
- Diagnostic and screening procedures;
- Maternity and midwifery services.

The practice was previously inspected in November 2014 and received an overall rating of good. However there was an outstanding breach of Regulation 9 (2) Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 Care and Welfare of people who use the service. The practice failed to provide all the necessary medicines for the use in an emergency.

The practice was further inspected in December 2016 and was rated as requires improvement for providing safe,

## Detailed findings

effective, caring and well led services and rated requires improvement overall. The practice was found to have breached Regulations 12 and 17 of the Health and Social care Act 2008 (Regulated Activities) Regulations 2010.

A further inspection took place in July 2017 where the practice was rated requires improvement for providing a caring, responsive and well led service and requires improvement overall. The practice was found to have breached regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 as they had not produced an effective plan to address low scores for the national patient survey.

## Why we carried out this inspection

We undertook a follow up inspection of Bruce Grove Primary Care Centre on 21 March 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

# Are services caring?

## Our findings

**At our previous inspection on 24 July 2017, we rated the practice as requires improvement for providing caring services as the practice had failed to effectively address the poor scores from the national GP patient survey dated July 2017. Satisfaction scores were found to be lower than the previous survey undertaken in 2016.**

**We found that the practice had proactively instigated its own patient survey based on the national survey when we undertook a follow up inspection on 21 March 2018. The practice is now rated good for providing caring services.**

### Kindness, respect and compassion

The practice developed a detailed action plan with the view to improving the results. This included providing further customer service training to staff, ensuring more staff were available to answer telephone times at peak times and providing refresher training for clinical staff on good consultation techniques. As part of the action plan the practice carried out a patient survey based on the national GP patient survey in November 2017, and a follow up survey in March 2018, in which they are awaiting the results for.

The results of the practice survey showed that:

- 88% of patients said the GP was good at listening to them, compared to the July 2017 national survey result of 73%.
- 86% of patients said the GP gave them enough time compared to the July 2017 national survey result of 68%.

- 91% of patients said they had confidence and trust in the last GP they saw compared to the July 2017 national survey results of 83%.
- 90% of patients said the last GP they spoke to was good at treating them with care and concern compared to the July 2017 national survey result of 66%.
- 84% of patients said the last nurse they spoke to was good at treating them with care and concern compared to the July 2017 national survey results of 77%.
- 85% of patients found the receptionists helpful compared to the July 2017 national survey result of 67%.

### Involvement in decisions about care and treatment

The practice developed a detailed action plan with the view to improving the results. This included providing refresher training for clinical staff on good consultation techniques. As part of the action plan the practice carried out a patient survey based on the national GP patient survey in November 2017, and a follow up survey in March 2018, in which they are awaiting the results for.

As part of the practice survey completed in November 2017, the practice asked the following questions:

- 87% of patients said the last GP they saw was good at explaining tests and treatments compared to the July 2017 national survey result of 68%.
- 84% of patients said the last GP they saw was good at involving them in decisions about their care and treatment compared to the July 2017 national survey result of 59%.
- 80% of patients said the last nurse they saw was good at involving them in decisions about their care compared to the 2017 national survey result of 70%.

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

**At our previous inspection on 24 July 2017, we rated the practice as requires improvement for providing responsive services as the practice had failed to effectively address the poor scores from the national GP patient survey dated July 2017. Satisfaction scores were found to be lower than the previous survey undertaken in 2016.**

**We found that the practice had proactively instigated its own patient survey based on the national survey when we undertook a follow up inspection on 21 March 2018. The practice is now rated good for providing caring services.**

**Timely access to the service**

The practice developed a detailed action plan with the view to improving the results. This included providing further customer service training to staff and ensuring more staff were available to answer telephone times at peak times. As part of the action plan the practice carried out a patient survey based on the national GP patient survey in November 2017, and a follow up survey in March 2018, in which they are awaiting the results for.

The results of the practice survey showed that:

- 84% of patients were satisfied with the practice's opening hours compared to the July 2017 national survey result of 66%.
- 67% of patients said they could get through easily to the practice by phone compared to the July 2017 national survey result of 56%.

# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

**At our previous inspection on 24 July 2017, we rated the practice as requires improvement for providing well-led services as the practice had developed an action plan to improve the scores of the Quality and Outcome Framework (QOF) but it was having little effect, an effective plan to address the low patient survey scores had not been implemented and there was no active patient participation group (PPG)**

**When we inspected on 21 March 2018 to look at these issues we found arrangements had significantly improved. The practice is now rated as good for being well-led.**

### Governance arrangements

When we inspected in July 2017 we found that there was no plan in place to look at poor QOF scores in relation to diabetes, and the poor scores of the national patient survey.

When we carried out a follow up inspection in March 2018 we found that plans had been put in place to address these. An action plan and follow up patient survey had been implemented and was showing improved results. We were also provided with evidence of action taken to improve the QOF scores in relation to diabetes. This included an increase in GP sessions specifically to undertake reviews and proactively going through the patient list to ensure patients are called for review and reminded if necessary.

### Engagement with patients, the public, staff and external partners

When we inspected in July 2017 there was no active PPG. Since then the group has been re-established and met for the first time in December 2017 in which it looked at the patient survey results and ways to improve the ongoing action plan and practice patient survey. At our inspection in March 2018 we were provided with evidence of the minutes and action points identified at the meeting. The practice was due to next meet in April 2018.