

New Road Surgery Bromsgrove

Inspection report

New Road Surgery
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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 responsive to people's needs?

Good



Overall summary

We carried out an announced assessment of New Road Surgery Bromsgrove on 21 November 2023.

This was a targeted review of responsive services. The practice was previously inspected in February 2019 and had previously been rated good overall and good in safe, effective, caring, responsive and well-led. Any previous ratings for the overall rating, safe, effective, caring, and well-led will be unchanged following this assessment.

Rating at this assessment:

Responsive – Good.

How we carried out the assessment

This assessment was carried out virtually, through an online meeting and review of documents. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A virtual meeting with 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 carried out the assessment
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good for responsive services.

We found that:

- During the assessment process, the provider highlighted the efforts they were making to improve the responsiveness of the service for their patient population. These included a new appointments system to meet increased demand for on the day care and routine requests.
- Feedback collected by the practice through the NHS Friends and Family test and patient survey focused on appointments demonstrated improvement in access.
- The practice signed up to an intensive programme to improve access for their patients, resulting in 98% of routine appointments being provided within two weeks.
- The practice actively engaged with patients and staff and responded to their feedback by revamping their appointment system to meet demand for on the day treatment.
- The practice made improvements to their premises to enable them to see more patients at the surgery and accommodate more staff.
- There were systems in place for monitoring appointments offered and telephone data. Staff rotas were proactively planned to meet demand during busy times and in anticipation of winter pressures.
- The practice was proactive in encouraging use of online services through their website and NHS App, resulting in high usage of the app by its patients.

Overall summary

- Complaints received were reviewed effectively and learning from complaints was shared and implemented by the whole practice team.

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 Health Care

Our inspection team

The inspection was carried out by a CQC lead inspector who spoke with staff using video conferencing and reviewed documents remotely.

Background to New Road Surgery Bromsgrove

New Road Surgery Bromsgrove provides primary medical care services to approximately 12,900 patients in the market town of Bromsgrove, Worcestershire. The practice has a General Medical Services (GMS) contract with NHS England. This is a contract for the practice to deliver primary care services to the local community. The practice is located within the area covered by Redditch and Bromsgrove Integrated Care Board and within the Bromsgrove Primary Care Network (PCN).

Information published by the Office for Health Improvement and Disparities shows that deprivation within the population group is 9 (9 out of 10). The higher the decile the less deprived the practice population is relative to others. According to the latest available data, the ethnic make-up of the practice area is 95.7% White, 2.1% Asian and 1.4% Mixed.

The practice is open between 8am to 6.30pm Monday to Friday. Early appointments are provided at 7am on Monday and Tuesday, and late appointments are provided on Monday and Thursday at the surgery. The telephone appointment booking line is closed from 1pm to 2pm for lunch breaks; the premises remain open during this time and the telephone lines are open for emergency calls. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Evening appointments are available at the practice and weekend appointments are provided locally through a hub. When the practice is closed, patients are asked to contact NHS 111 for out-of-hours care.

The provider is registered with CQC to deliver the following regulated activities: surgical procedures, treatment of disease, disorder or injury, diagnostic and screening procedures, maternity and midwifery services and family planning.

There are five GP partners (one male and four female) and four salaried GPs (all male). The GPs are supported by a practice business manager, clinical manager (with dual qualification as advanced nurse practitioner and paramedic), assistant practice manager, operations manager, five advanced nurse practitioners, one practice nurse, one advanced paramedic, three pharmacists, three healthcare assistants, reception, and administrative staff. The practice is part of the Bromsgrove Primary Care Network. New Road Surgery is a training academy for medical students, student nurses and an approved training practice for trainee GPs. A trainee GP (or GP registrar) is a qualified doctor who is training to become a GP through a period of working and training in a practice. There are currently two trainee GPs and four medical students working at the practice.

Additionally, the practice is supported by staff employed through their PCN who include a first contact physiotherapist and social prescribers.