

Brunswick Surgery

Inspection report

Surbiton Health Centre
Ewell Road
Surbiton
KT6 6EZ
Tel:

Date of inspection visit: 14 December 2022
Date of publication: 23/12/2022

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 inspection at Brunswick Surgery on 14 December 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

At our last inspection in 2015 we rated this service as good.

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

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

How we carried out the inspection

This 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.

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.
- Information from the provider, patients, the public and other organisations.

We found that:

- Safeguarding processes kept patients safe.

Overall summary

- Both premises were safely maintained and cleaned.
- The practice was monitoring patients on high risk medicines and those with long-term conditions to ensure their safety.
- There was a system in place to action safety alerts.
- Staff were happy working at the practice and felt supported by the management team.
- 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-centre care.

Although we didn't find any breaches of regulations, the practice **should**:

- Take steps to meet national targets for childhood immunisations and cervical cancer screening.

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 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 Brunswick Surgery

Brunswick Surgery is located at:

Surbiton Health Centre

Ewell Road

Surbiton

Surrey

KT6 6EZ

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

The practice provides primary medical services through a General Medical Services (GMS) contract. A GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice provides a range of services including long term condition management, smoking cessation, family planning and contraceptive services, maternity services, child health surveillance and immunisations to just over 8,600 patients in the Surbiton and Berrylands areas of Kingston. The practice is a member of South West London Integrated Care Board (ICB) and is one of 26 Kingston practices which belong to this. It is also part of Surbiton Primary Care Network (PCN) along with two other practices within Surbiton health centre.

The practice comprises of four partner GPs (two male and two female), three salaried doctors, one retainer, two part time registrars, three part time practice nurses, one healthcare assistant (HCA) and one HCA in training. There is a part-time practice manager and eight administrative and reception staff. There are also allied professionals who work at the practice employed by the primary care network (PCN) of which the practice is a member. They include four pharmacists and two first contact practitioners, one of whom works remotely. The practice is a training practice as well as a teaching practice for third year medical students from St George's hospital medical school. The practice is open from 8.00am to 6.30pm Monday to Friday. Appointments are available from 8.00am-1.00pm Monday to Friday with appointments available from 7.30am with some of our nursing team on Tuesdays, Wednesdays, Thursdays and Fridays and from 2.00pm-6.00pm Monday to Friday. Enhanced Services appointments provided by the local federation are available to be booked from 6.00pm to 8.00pm Monday to Friday. The federation also offers appointments on Saturday 17:00 - 20:00 and Sundays 08:00 - 8:00pm.