

# Brampton Medical Practice

## Inspection report

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Brampton

Cumbria

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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 announced comprehensive inspection at Brampton Medical Practice on 22 February 2019 as part of our inspection programme. (Previous rating August 2015 – Good)

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 practice as good overall and good for all population groups except families, children and young people, which we have rated outstanding.

We found that:

- 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.

- The practice organised and delivered services to meet patients' needs. 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.

We saw an area of outstanding practice:

- The practice had achieved high levels of childhood immunisation rates. Rates for all age groups exceeded the 95% target set by the World Health Organisation and for one year olds exceeded 99%. The practice also held a clinic with a local paediatric consultant.

However, there were some areas where the practice should make improvements:

- Continue to ensure Patient Specific Directions are signed by a qualified prescriber;
- Look for ways to help staff complete mandatory training in a timely manner;
- Introduce a formal programme of clinical audit.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Outstanding	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

## Background to Brampton Medical Practice

Brampton Medical Practice is a busy, rural dispensing practice which provides services from three sites. The practice is based in Brampton and covers approximately 400 square miles. It provides services to approximately 16,000 patients of all ages, based on a General Medical Services (GMS) contract agreement for general practice. The practice also provides a GP service, under contract, to the Brampton Cottage Hospital. The number of patients registered is steadily increasing. The practice is part of NHS North Cumbria Clinical Commissioning Group (CCG). Brampton Medical Practice has a higher percentage of patients in the over 65 age group, and lower levels of income deprivation for both children and older people, when compared to other practices in the local CCG area.

The main practice site is located in the centre of Brampton and occupies a number of floors in a large building. It provides a range of services, including, for example, clinics for patients with asthma. The practice has nine GP partners and three salaried GPs, a nurse practitioner, a practice manager, a large team of practice nurses and healthcare assistants, and administrative and reception staff. In addition, the practice has a medicines

manager, a dispensary manager, a dispensing team leader, a pharmacist and 19 dispensers. Dispensing services are provided at the main practice site and both of the branch surgeries. One of the GPs provides support to the dispensing team and they have designated hours each week to enable them to do this. The practice manager also provides support to that team.

Brampton Medical Practice operates branch surgeries at the following addresses:

- Beech House, Corby Hill, Cumbria, CA4 8PL.
- Yew Tree Cottage, Wetheral, Cumbria, CA4 8JD.

We visited both of these sites during this inspection.

When the practice is closed patients can access out-of-hours care via Cumbria Health On-Call and the NHS 111 service. An 'extended hours' service is available on a Saturday morning at the main practice site, for patients who are unable to attend the practice during its usual opening hours, and 'extended access' appointments are available on weekday evenings and weekends both at the practice and through other providers.