

Brook Square Surgery

Inspection report

Trafalgar House
41-44 Trafalgar Street West
Scarborough
YO12 7AS
Tel: 01723360098

Date of inspection visit: 24 August 2023
Date of publication: 25/09/2023

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 Brook Square Surgery on 22 – 24 August 2023. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 4 November 2019, the practice was rated Good overall and for all key questions.

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

Why we carried out this inspection

We carried out this inspection following changes in regulatory history 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.
- Staff questionnaires.

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

We found that:

Overall summary

- 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 following the introduction of a remote clinical triage system
- The practice had embedded systems in place to keep people safe and safeguarded from abuse.
- The senior management and leadership team ensured effective management at all levels to deliver high quality sustainable care.
- The practice had analysed the needs of the local community and adapted services accordingly. This included question and answer sessions on women's health and becoming a veteran accredited surgery.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue to monitor the new processes in place to ensure patient documents are managed in a timely way.
- Formally monitor the competence of non-medical prescribers.
- Improve the follow up of patients after an acute exacerbation of asthma.
- Take action to improve the uptake of children receiving immunisations and patients eligible receiving cervical cancer screening.
- Continue to monitor access to the practice following the implementation of the remote clinical triage system now in place.

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

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities 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 Brook Square Surgery

Brook Square Surgery is located in Scarborough at:

Brook Square Surgery

41-44

Trafalgar Street

Scarborough

North Yorkshire

YO12 7AS

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, surgical procedures and family planning.

The practice is situated within the North Yorkshire Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 10,500. This is part of a contract held with NHS England. The practice scores 3 on the deprivation measurement scale; the deprivation scale goes from 1 to 10, with 1 being the most deprived. People living in the more deprived areas tend to have greater need for health services.

The practice employs 6 GPs (3 male and 3 female). There is also a team of 3 advanced clinical practitioners (2 female and 1 male) a nurse lead (female) and a team of 4 practice nurses (female) and 1 nurse associate (male) who work alongside the GPs. The clinical team are supported by the clinical manager and practice manager along with administration and reception staff.

Practice opening hours are from 08.00 to 18.30 Monday to Friday. Appointments are available from 08.00 to 18.00 Monday to Friday. The practice offers appointments on a Monday evening between 18.30 to 20.00 through the extended access scheme. The practice offers a range of appointments, telephone consultation, video consultation and face to face appointments. When the practice is closed, patients can access out of hour's services by telephoning NHS 111.

The practice is part of a wider network of GP practices known as Scarborough Core Primary Care Network (PCN). Scarborough Core PCN includes 3 other practices.