

Brooklands Health Centre

Inspection report

Montague Crescent
Brooklands
Milton Keynes
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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 Brooklands Health Centre on 7 May 2019 as part of our inspection programme.

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.

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 provided targeted support to vulnerable homeless patients through the delivery of monthly community clinics. These clinics were delivered on a walk in basis to provide medical care and support to those who could not readily access services.

- The practice organised and delivered services to meet patients' needs. We received mixed feedback from patients regarding access with some stating difficulties they experienced when attempting to arrange appointments.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue with efforts to improve patient satisfaction with particular regard to the areas highlighted in the results of the national GP patient survey as being in need of improvement.
- Record all staff training in accordance with practice policies, including training records for locum staff.
- Develop systems for monitoring risk assessments to ensure they are completed in line with requirements.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

| | | |
|--|-------------|---|
| Older people | Good |  |
| People with long-term conditions | Good |  |
| Families, children and young people | Good |  |
| 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 Brooklands Health Centre

Brooklands Health Centre provides a range of primary medical services from its location at Montague Crescent, Broughton, Milton Keynes. It is part of the NHS Milton Keynes Clinical Commissioning Group (CCG). The practice holds an Alternative Provider Medical Services (APMS) contract for providing services, which is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities. The registered provider is The Practice Group Limited a company that provides services on behalf of the NHS.

The practice serves a population of approximately 13,500 patients with higher than national average populations of patients aged under 49 years and lower than national average populations of patients aged over 50 years. The practice population is largely white British, with less than 26% of the practice population being from Black and Minority Ethnicity backgrounds.

Information published by Public Health England, rates the level of deprivation within the practice population group as nine on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The clinical team consists of two female salaried GPs, four male GPs employed on a sessional basis by The Practice Group, two male locums, one minor illness

practitioner (female nurse), two practice nurses (female) and one health care assistant (female). The team is supported by a practice manager and a team of non-clinical, administrative staff. Members of the community midwife and health visiting team operate regular clinics from the practice location. The practice also employs a pharmacist.

The practice operates from a three-storey purpose-built property which opened in September 2018. The property is shared with a pharmacy and dental practice, which independently occupy the ground floor. The practice's space within the building is designed to support up to 30,000 patients at full capacity.

Patient consultations and treatments take place on the first level with administrative office space on the second level. There is additional clinical space available on the second floor with proposed usage planned in line with the future expansion of the practice. There is a large car park outside the surgery, with disabled parking available.

Brooklands Health Centre is open from 8am to 8pm every day, including bank holidays and weekends. When the practice is closed out of hours services can be accessed via the NHS 111 service. Information about this is available in the practice and on the practice website and telephone line.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.