

Bryant Street Medical Centre – Surgery C

Inspection report

Bryant Street Medical Centre
29 Bryant Street
Chatham
ME4 5QS
Tel: 01634848911

Date of inspection visit: 17 February 2021
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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

Requires Improvement



Are services safe?

Requires Improvement



Are services effective?

Requires Improvement



Are services caring?

Requires Improvement



Are services responsive to people's needs?

Good



Are services well-led?

Requires Improvement



Overall summary

We carried out an announced remote inspection on 8 December 2020. This was led by a CQC lead inspector and supported by a CQC specialist adviser GP. They reviewed documents including a sample of patient clinical records and spoke with members of the practice team. On 17 February 2021 a site inspection was conducted by a CQC inspector under the direction of the CQC lead inspector.

The inspections were undertaken to assess the practice's compliance with the regulations following the inspection conducted in November 2019. During this inspection the practice was found to be inadequate in providing safe and well led services and found to require improvements in effective and caring. The service was found good in responsive. Consequently, the practice was placed in special measures.

Our previous inspection found improvements were required to;

- ensure the safe appointment of staff, ensuring staff were trained to undertake their roles.
- ensure the safe management of medicines, ensuring staff had access to appropriate emergency medicines and prescriptions were held securely.
- ensure significant events were recorded, investigated and learnt from.
- Address high exception reporting for patients with long term health conditions.
- Improve patient experience of the service in respect of being caring.
- Improve the leadership of the practice and governance systems. This included the management of risks, issues and performance to ensure they operate effectively.

The service was not inspected within six months, but written assurance was sought from the service due to the COVID 19 pandemic.

Following this inspection, we have rated the practice as requires improvement over all with requires improvement in safe, effective, caring and well led. The practice was found to be good in responsive. All population groups were found to require improvement.

We found significant improvements had been made across all key questions. For example;

- Staff were appropriately appointed, training needs identified and supported to undertake roles.
- The practice had addressed risks identified and strengthened their management of medicines. They had engaged with external specialists, listened to their recommendations, learnt from them and applied best practice.
- The practice had improved their identification, recording, investigation and learning from significant incidents.
- The practice had appointed individual lead areas of clinical responsibility to identified clinicians; they actively monitored and reported to one another. Clinical data showed improved outcomes for patients following the introduction of this management model.
- The practice had conducted their own patient feedback service to understand the current experiences of their patients. These were very positive and demonstrated the patients regarded the practice as both caring and responsive.
- The practice had been open and honest about the challenges they faced and engaged with partner services to strengthen service provision. They had appointed areas of responsibility and monitored performance against targets. This had shown improvements in the quality of care provided to patients.

The areas where the provider **must** make improvements are:

- Continue to establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

Overall summary

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

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

Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor who conducted a remote inspection on 8 December 2020. A further site inspection was conducted on 17 February 2021 by another CQC inspector.

Background to Bryant Street Medical Centre - Surgery C

Bryant Street Medical Centre - Surgery C is located at 29 Bryant Street, Chatham, Kent, ME4 5QS. The practice is located in a purpose built premises in a residential area. There is a reception and a waiting area on the ground floor. All patient areas are accessible to patients with mobility issues.

The local clinical commissioning group (CCG) is the NHS Kent and Medway CCG. Bryant Street Medical Centre is registered with the Care Quality Commission to provide the following regulated activities:

- treatment of disease, disorder or injury
- diagnostic and screening procedures
- maternity and midwifery services
- surgical procedures
- family planning

The practice has approximately 7,600 registered patients. The practice staff consists of two GP partners (male and female), one practice manager, one practice nurse (female) as well as administration and reception staff. The practice also directly employs three locum GPs (male and female).

There are higher than average number of patients under the age of 18 when compared with national and local averages. There is a lower proportion of patients over the age of 65, when compared with the national average. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level 10 represents the lowest levels of deprivation and level one the highest. Life expectancy is lower than average for females (81 years compared with the national average of 84). Life expectancy for males is lower than average for males (77 years compared with the national average of 79 years).

General medical services are provided Monday to Friday between the hours of 8.30am to 6.30pm. Extended hours surgeries are offered Monday 6.30pm to 8pm and on a Tuesday morning from 7.30am. Out of hours services can be accessed via the NHS 111 service. The majority of patient consultations are currently being conducted remotely in order to safeguard patients and staff during the COVID 19 pandemic.

More information in relation to the practice can be found on their website:

www.bryantstreetmedicalcentre.nhs.uk

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Family planning services	Regulation 17 HSCA (RA) Regulations 2014 Good governance The practice needs to embed governance systems to ensure safe management of safeguarding and medicine management.
Diagnostic and screening procedures	
Maternity and midwifery services	
Treatment of disease, disorder or injury	
Surgical procedures	