

The Broadway Surgery

Inspection report

179 Whitehawk Road
Brighton
East Sussex
BN2 5FL

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Date of inspection visit: 23 April 2019

Date of publication: 28/06/2019

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?

Requires improvement 

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 The Broadway Surgery on 23 April 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, it requires improvement for the provision of safe services.

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- Patients received effective care and treatment that met their needs.
- The practice monitored performance around patient outcomes and were in line with national and local averages in most areas.
- 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 and the practice had a good understanding of the needs of the local community.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was evidence of quality improvements processes in place.
- Staff were positive about working in the practice and were supported in their roles.

- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation, with the exception of patient specific directions which were not properly authorised in advance of the administration of medicines.
- The practice did not achieve the target for the uptake of childhood immunisations, however they had acted to improve this.

We identified an area of outstanding practice;

- There were examples of innovative working to engage with patients and the local community. This included a 'worry tree' café for both registered patient and other members of the community, improved access to services for patients with dementia, and support for vulnerable patients in the community to identify needs and provide home safety checks via the local fire service.

The area where the provider **must** make improvements as they are in breach of regulations are:

- Provide safe care and treatment.

In addition, the provider **should**:

- Continue to work to improve uptake of childhood immunisations.
- Continue to work to reduce hypnotic prescribing.
- Review exception reporting and take action to improve this.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser, a practice manager adviser and a nurse adviser observing the inspection.

Background to The Broadway Surgery

The Broadway Surgery is located in the Whitehawk area of Brighton at 179 Whitehawk Road, Brighton, East Sussex, BN2 5FL. The service is provided in a purpose-built health centre on the ground and first floors. The building contains another GP practice and a pharmacy. The local area is mostly residential with a school and other health and social care services nearby.

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

The Broadway Surgery is situated within the Brighton and Hove Clinical Commissioning Group (CCG) and provides services to approximately 2,700 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has one full time GP and one full time practice nurse (female). There are two regular locum GPs (male and female) and a part time healthcare assistant. There is a full-time practice manager and a small team of administrative staff.

There are higher than average number of patients under the age of 18, and fewer patients aged over 65 than the national average. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years. A significantly higher than average proportion of patients were unemployed. There was a higher than average prevalence of depression amongst the adult population than both the local and national averages.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met.</p> <p>There was no proper and safe management of medicines. In particular: In relation to medicines being administered under a patient specific direction before the direction had been properly authorised.</p> <p>This was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>