

Brune Medical Centre

Inspection report

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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

At our inspection on 12 to 14 December 2017 we rated the practice as good for providing Safe, Effective, Caring and Responsive services. However we rated Well Led as Requires Improvement. We carried out an announced focussed follow up inspection on 5 February 2019 to inspect Well Led.

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 at our last inspection. We rated Well Led as Good for this inspection. This means the practice remains rated as Good overall.

We rated the practice as **Good** for providing Well Led services because:

- There was compassionate, inclusive and effective leadership at all levels

- The practice had a culture which drove high quality sustainable care.
- There were consistent evidence of systems and processes for learning, continuous improvement and innovation.

At our inspection in December 2017, we rated all population groups as Good.

We also rated the practice as **Good** for providing effective, caring, responsive and well-led services because:

- There were systems to assess manage and monitor the risks to patient safety.
- Staff had the skills, knowledge and experience to carry out their roles.
- Staff understood patients' social, cultural and religious needs.
- The practice organised and delivered services to meet patient need.

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	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 practice manager specialist advisor.

Background to Brune Medical Centre

In April 2017 Brune Medical Centre joined with three other practices to form 'The Willow Group'. The Willow Group is registered to provide regulated activities at Brune Medical Centre. Care and treatment is also provided at three branch sites; Forton Medical Centre, Waterside Medical Centre and Stoke Road Medical Centre. Forton Medical Centre is a dedicated long term condition hub, staffed by nurses, with GP appointments available for patients at the other three sites.

Brune Medical Centre has two providers. Southern Health NHS Foundation Trust is also a registered provider. This is a unique arrangement designed to provide an integrated care pathways to patients. The Willow Group is responsible for overseeing the day to day management of the GP services whilst Southern Health NHS Foundation Trust provides clinical and information governance support such as recruitment, training, systems and processes. All staff working in The Willow Group are employees of Southern Health NHS Foundation Trust.

The practice provides services under a general medical services contract. The practice has approximately 36,500 registered patients and operates in an area of high social deprivation. Gosport falls within the top 10% nationally of areas with high deprivation. The practice is part of the NHS Fareham and Gosport Clinical Commissioning Group.

The practice is registered with the Care Quality Commission to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice's clinical team consists of nine GP partners (6.24 wte), eight salaried GPs (3.71 wte), two GP locums (1 wte), 10 advanced nurse practitioners, one NHS Professional (0.53 wte), 17 practice nurses (11.89 wte), five health care assistants (3.6 wte), three pharmacists (2.67 wte), one locum pharmacist (1 wte), two pharmacy technicians (1.27 wte) and five prescribing clerks (4.3 wte). The administration team consisted of three members of senior management, an IT manager, three site leads, four team leaders, 10 administrators, nine administration assistants, 36 care navigators and four medical secretaries. Care navigators work with patients to support their needs.

The practice has opted out of providing an out-of-hours service. The local CCG provided an out-of-hours service at the local community hospital for patients in the area.

You can access practice information online at www.thewillowgroup.nhs.uk