

# Broughton House GP Surgery

## Inspection report

New Way  
Batley  
WF17 5QT  
Tel: 01924552202  
www.broughtonhousesurgerybatley.co.uk

Date of inspection visit: 8 September 2023  
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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 to people's needs?	Requires Improvement	
Are services well-led?	Good	

# Overall summary

We carried out an announced comprehensive inspection at Broughton House GP Surgery on 7 and 8 September 2023. This was the first rated inspection for this provider since they took over the running of this location in April 2022. Overall, the practice is rated as Good. We rated the practice as Requires Improvement for providing responsive services as outcomes from the National GP Patient Survey for access were below the local and national averages.

Safe – Good

Effective - Good

Caring - Good

Responsive – Requires Improvement

Well-led - Good

## **Why we carried out this inspection**

We carried out this inspection 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.
- Reviewing staff questionnaires.
- A short site visit.

## **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:

- This provider had taken over the GP contract for the practice in April 2022. The practice told us there had been initial challenges with staffing and recruitment, which had potentially impacted on access and continuity of care, but they had now established a consistent team.

# 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.
- Outcomes from the National GP Patient Survey were below the local and national averages in some areas, particularly getting through on the telephone. Although we saw the practice was attempting to improve access, and a recent internal survey showed positive patient feedback, this was not yet reflected in the validated National GP Patient Survey.
- The practice was a training practice and had a strong emphasis on education and learning.
- 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 to monitor and make improvements to increase the uptake of cancer screening and childhood immunisations.
- Continue to monitor and improve prescribing outcomes.
- Continue to monitor and improve patient outcomes for access, in particular accessing the practice by telephone and the experience of making an appointment.
- Continue with the drive to recruit more patients to join the Patient Participation Group representative of the practice population.

**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 Broughton House GP Surgery

Broughton House GP Surgery is situated in a purpose-built medical centre at New Way, Batley WF17 5QT. It is open to all patients living within the practice boundary in Batley and the surrounding areas. All services are provided on the ground floor.

The practice is situated within NHS West Yorkshire Integrated Care System (ICS) and delivers an Alternative Provider Medical Services (APMS) to a patient population of 2,976 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called a Primary Care Network (PCN) which includes 7 GP practices and is called the Batley and Birstall PCN.

The provider is registered with the Care Quality Commission (CQC) as a partnership. The partnership runs 1 other GP practice, with a branch surgery, in the same PCN under a separate CQC registration.

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 and surgical procedures at this location.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (3 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 68% White, 30% Asian and 2% Mixed.

The provider is a partnership of 4 male GP partners, 2 of which undertake regular clinical sessions at this location. In addition, there are 2 female and 1 male salaried GP, 3 nurses and 3 healthcare assistants. The clinical team are supported by an operations manager and team of reception/administration staff. The practice has access to PCN staff which includes a pharmacist and social prescriber.

The practice is open between 8am to 6pm Monday to Friday. The practice offers a range of face-to-face appointment types including book on the day and advance appointments, as well as telephone consultations.

Extended access is provided locally by Curo Health, where late evening and weekend appointments are available. When the practice is closed out of hours services are provided by Local Care Direct and NHS 111.