

Brampton Health Centre

Inspection report

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Date of inspection visit: 28 Feb 2019 to 28 Feb 2019
Date of publication: 25/03/2019

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?

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 Brampton Health Centre on 28 February 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 organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- 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:**

- Improve childhood immunisation uptake to bring in line with World Health Organisation (WHO) targets.
- Improve confidentiality at the reception desk.
- Carry out patient satisfaction surveys to gather and act on patient feedback on the service provided.

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.

Background to Brampton Health Centre

Brampton Health Centre is located at 5 Brampton Road, London, NW9 9BY. The surgery has good transport links and there is a pharmacy located nearby.

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

Brampton Health Centre is situated within the London Borough of Brent Clinical Commissioning Group (CCG) and provides services to 4,300 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 consists of a male GP partner and a female GP partner who registered with the CQC in January 2018. The practice employs two salaried GPs, a practice nurse, a health care assistant, one phlebotomist and three part-time clinical pharmacists. The clinical team is

supported by a part-time practice manager and a team of administration and reception staff. The practice is part of a network of GP practices. The practice is a teaching practice for medical students.

There are higher than average number of patients aged 15-44 and fewer patients aged over 65 than the national average. The National General Practice Profile states that 52% of the practice population is from an Asian background, 30% of the population from a White background with a further 17% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years. The practice serves a high number of patients who are of Arabic origin and it had two in-house Arabic interpreters provided by the CCG.