

New Road Surgery Bromsgrove

Inspection report

New Road Surgery
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Bromsgrove
Worcestershire
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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

We carried out an announced comprehensive inspection at New Road Surgery on 7 February 2019 as part of our inspection programme. The practice was previously inspected in November 2014 and rated good.

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.
- Patients told us that all staff treated them with kindness and respect and that they felt involved in discussions about their treatment options.
- Patients considered that staff demonstrated a balance of professionalism and friendliness.
- The practice organised and delivered services to meet patients' needs. Patients said that they 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 and contributed to the strong teamwork and high staff morale.

- The practice had updated their recruitment policy since the previous inspection in 2014. It included comprehensive details about the recruitment procedures and Disclosure and Barring Service checks.
- We noted that the practice's screening rates for cervical, breast and bowel screening rates were above local and national averages. The practice had exceeded the national target rate of 80% for screening for cervical cancer.
- There was evidence of collaborative working with local practices and the community hospital.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- The practice took an active part in research projects.

Whilst we found no breaches of regulations, the provider **should:**

- Ensure that the range of emergency medicines stocked is kept under review so that the practice is able to respond appropriately to medical emergencies.
- Ensure that the scope of the infection and prevention control audits is broadened to include all areas of the practice.
- Ensure that appraisals for staff are carried out at the annual intervals as stated in the practice policy.

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 GP specialist advisor and a practice nurse specialist advisor.

Background to New Road Surgery Bromsgrove

New Road Surgery is located in the market town of Bromsgrove, Worcestershire, in a utilities head office building which was converted for use by a medical practice. The surgery has good transport links and there is an independent pharmacy in the same building. At the time of our inspection, extensive building work was underway to provide a new reception area, a lift to the top floor, two additional consulting rooms upstairs, a separate reception area upstairs and a disabled toilet and baby changing area upstairs. The building work is scheduled to be completed by Spring 2019.

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

New Road Surgery is situated within the Redditch and Bromsgrove Clinical Commissioning Group (CCG) and provides services to 12,956 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.

There are five GP partners (three male and two female) and four salaried GPs (one male, three female). Two locum GPs are employed to provide cover for the GP partner who is currently on maternity leave. The GPs are

supported by a practice manager, two advanced nurse practitioners, three specialist nurses, two practice nurses, two healthcare assistants, a phlebotomist (a person trained to take blood) and reception and administrative staff. The practice is part of the Bromsgrove Primary Care Network.

New Road Surgery is an approved training practice for trainee GPs. A trainee GP is a qualified doctor who is training to become a GP through a period of working and training in a practice. There are currently three trainee GP working at the practice.

The practice population is in line with the national average across all age groups. The National General Practice Profile states that 96% of the practice population is from a white ethnic background with a further 4% 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 nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 83 years which is the same as the national average of 83 years.