

WellBN

Inspection report

18-19 Western Road
Hove
BN3 1AE
Tel: 01273772020
www.wellbn.co.uk

Date of inspection visit: 2 May 2023 to 5 May 2023
Date of publication: 05/07/2023

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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at WellBN from 2 May 2023 to 5 May 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

We carried out an announced comprehensive follow up inspection from 4 May 2022 to 6 May 2022. At this inspection we found insufficient improvements had been made and we identified additional concerns. The provider was rated inadequate and placed in special measures. On 20 May 2022 we issued two warning notices against Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance). We carried out an inspection on 17 August 2022 and confirmed the provider was compliant with the warning notices.

The full reports for previous inspections can be found by selecting the 'all reports' link for WellBN on our website at www.cqc.org.uk.

Why we carried out this inspection

This inspection was carried out to confirm whether the provider continued to meet the legal requirements of regulations and to ensure enough improvements had been made.

The focus of our inspection included:

- All key questions
- Areas we said the provider should improve;
 - Review systems for recording disclosure and barring scheme checks, to ensure the date completed and the level of the check is included.
 - Review systems and processes to improve uptake of child immunisation and cervical screening.
 - Maintain records of completed and signed staff induction checklists
 - Review the frequency of basic life support training for all staff.
 - Continue to review the electronic triage system and appointment system, including monitoring call waiting times and missed calls.
 - Review arrangements to keep staff up to date with relevant practice information, including access to information about their Freedom to Speak Up Guardian.

How we carried out the inspection

This inspection was carried out in a way that enabled us to spend a minimum amount of time on site.

Our inspection included:

Overall summary

- Conducting staff interviews.
- 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.
- A staff survey
- A site visit at the main practice and both branch sites.

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:

- The provider had continued to make improvements since our last inspection. Risks to patients, staff and visitors were assessed, monitored and managed effectively.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Information to deliver safe care and treatment was available to staff.
- They had clear processes to identify, understand, monitor and address current and future risks, including risks to patient safety.
- 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 had reviewed and improved access and the telephone system. Improving access was a priority for them, and they used patient feedback to focus their actions.
- Staff told us they were happy with the level of support and communication provided by their management team.
- The practice encouraged staff development and gave staff the opportunities to further their career.
- The practice had established an active patient participation group and patient views were acted on to improve services and culture.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- The provider was fully engaged and committed to completing and embedding improvement actions.

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

- Improve the systems for the identification of carers so that all carers are offered support.
- Continue to improve patient access to appointments, the electronic triage systems, and telephone wait times.
- Proactively offer a private room or area when patients appear distressed or are making a complaint.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

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 with a second CQC inspector, who undertook the site visits and spoke with staff in person. The team also 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 WellBN

WellBN is in the city of Brighton and Hove at:

- “Brunswick” 18-19 Western Road, Hove, BN3 1AE

This practice has two branch surgeries at:

- “Benfield” County Clinic, Old Shoreham Rd, Portslade, Brighton, BN41 1XR
- “Burwash” 14 Burwash Rd, Hove, BN3 8GQ

The practice offers services from the main practice and branch surgeries. Patients can access services at either site.

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

The practice is situated within the Integrated Care System (ICS) NHS Sussex and delivers General Medical Services (GMS) to a population of approximately 25,000 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of local GP practices who work collaboratively to provide primary care services.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is the sixth decile (out 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 88% White, 4% Mixed, 4% Asian, 2% Other and 1% Black.

Data available to the Care Quality Commission (CQC) shows the number of patients from birth to 18 years old served by the practice is slightly below the national average. The number of patients aged 65 years and over is below the national average. The number of working age patients is above the average for England.

here is a team of 11 GPs, 2 paramedic practitioners, 2 advanced nurse practitioners, 3 nurse practitioners, 4 practice nurses, 6 health care assistants and a phlebotomist. There is a team of pharmacists and pharmacy technicians who are led by the lead pharmacist. There is a management team who manage all business aspects of the practice. The practice is supported by a team of receptionists and administrative staff.

Private complementary therapies are available when pre-booked. Patients are also provided with access to healing arts activities to support their health and wellbeing through an arts project, funded through the WellBN charity. The charity helps fund courses of complementary therapies and healing arts services available at the centre, for those in need on low income.

The practice is open between 8am to 6.15pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Extended access appointments are available on Tuesday evenings until 8pm and on Saturday mornings between 8.30am and 11.30am.