

Bramhall Park Medical Centre

Inspection report

235 Bramhall Lane South
Bramhall
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SK7 3EP

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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



Overall summary

We carried out an announced comprehensive inspection at Bramhall Park Medical Centre on 26 March 2019 as part of our inspection programme. We rated the practice as requires improvement for providing safe services and good overall.

The full comprehensive report on the March 2019 inspection can be found by selecting the 'all reports' link for Bramhall Park Medical Centre on our website at www.cqc.org.uk.

At our inspection in March 2019 we rated the practice as requires improvement for providing safe services because:

- Monitoring of some high-risk medicines was not always well managed.
- Some medicines were not stored securely.
- Some clinical equipment had passed its recommended expiry date.
- Some patient group directions (PGDs) were not appropriately authorised.
- Some infection control measures were below standard.

This was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and we issued the provider with a requirement notice in relation to these issues.

On 27 September 2019, we carried out a focused inspection of the safe key question. We visited the practice to confirm it had carried out the plan to meet the legal requirements in relation to the breaches in regulations identified in our previous inspection on 26 March 2019. This report covers our findings in relation to those requirements.

At this inspection, we found that the provider had satisfactorily addressed all legal requirements.

We have rated this practice as good for providing safe services.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The system for recording the monitoring of patients prescribed higher risk medicines had been strengthened.
- Equipment was now checked to ensure it was within the manufacturer's guidelines for use.
- Security to clinical rooms and medicines had been improved.

We also noted that some areas that had been identified that the practice should improve had also been addressed:

- Processes for authorising new nurses for patient group directions (PGDs) had been improved.
- Infection control measures had been improved.
- Information provided to complainants on how to escalate complaints had been improved.

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

Our inspection team

Our inspection was conducted by a Care Quality Commission (CQC) lead inspector.

Background to Bramhall Park Medical Centre

Bramhall Park Medical Centre is located at 235 Bramhall Lane South, Bramhall, Stockport, SK7 3EP with a branch location at Shaw Heath Health Centre, Gilmore Street, Shaw Heath, Stockport, SK3 8DN. Bramhall & Shaw Heath Medical Group is the registered provider and is part of the Stockport Clinical Commissioning Group (CCG). Services are provided under a general medical services (GMS) contract with NHS England. The practice building at Bramhall Park covers three floors, the building at Shaw Heath is a purpose-built health centre and both sites provide suitable access for people with mobility issues. More information about the practice is available on their website address: .

There are approximately 14,400 patients registered at the practice. The practice population includes a higher proportion (66%) of patients with a long-standing health condition, and a higher proportion (7%) of people unemployed, in comparison with the national average of 54% and 5% respectively. 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.

The practice has six GP partners (male and female), four salaried GPs, one trainee GP, one advanced nurse practitioner, three practice nurses and two health care assistants (HCAs). The clinical team is supported by a practice management team and a team of receptionists and administrators. Both GP surgeries are open from 7.30am to 6.30pm Monday to Friday. The practice opens every Saturday morning with each surgery opening on alternate Saturdays. The practice provides online access that allows patients to request and cancel an appointment as well as view medical records and request repeat prescriptions. The practice offers extended hours, patients are also signposted to other commissioned services within the locality. Out of hours service is provided by Mastercall, Pepper Road, Hazel Grove, Stockport.

The practice provides the following regulated activities: treatment of disease, disorder or injury, surgical procedures, diagnostic and screening procedures, family planning and maternity and midwifery services.