

Brockworth Surgery

Inspection report

The Surgery
Abbotswood Road, Brockworth
Gloucester
GL3 4PE
Tel: 08444773589

Date of inspection visit: 12 October 2021
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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?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Brockworth Surgery on 12 October 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led – Good

At our previous inspection on 14 January 2020 the practice was rated Requires Improvement overall and for the Safe, Effective and Well-Led key questions. The key questions Caring and Responsive were rated as Good.

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

Why we carried out this inspection

This was a follow-up inspection, incorporating remote searches and interviews of staff and a site visit to follow up on:

- Key questions inspected were Safe, Effective and Well-led
- Areas followed up including any breaches of regulations or 'shoulds' identified in previous inspection
- Ratings for Caring and Responsive were carried forward from previous inspection.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Obtaining feedback from other stakeholders.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected

Overall summary

- 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 the population groups.

We found that:

- Improvements had been implemented and were now embedded in practice demonstrating effective governance and assurance of essential quality standards being met.
- The practice provided care in a way that kept patients safe and protected from avoidable harm. Examples included adherence to recruitment procedures, and the scheduled review of policies and procedures.
- Patients received effective care and treatment that met their needs.
- Women eligible for cervical screening were offered additional support and information to increase uptake. Unpublished data showed the practice was on track to improve uptake figures from the previous year.
- The personal adjustments system was implemented since the last inspection, which we found was applied appropriately and based on clinical judgement of a patient's needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way and survey data was consistently positive since the last inspection.
- There was a positive culture, comprising of a cohesive and experienced team of staff.
- The way the practice was led and managed promoted the delivery of a high-quality, person-centre care. Processes to manage and mitigate risks were improved.
- Quality improvement initiatives such as non-clinical and clinical audits were carried out at the practice and findings were shared. The practice provided leadership on some locality wide improvement initiatives, for example, to promote healthy living.

The areas where the provider **should** make improvements are:

- Continue to increase uptake of cervical screening of eligible female patients.
- Review patients on high risk medicines to provide assurance of effective frequency and monitoring in line with national guidelines during the COVID 19 pandemic.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCP

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 and second CQC inspector. 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 Brockworth Surgery

Brockworth Surgery is located at:

Abbotswood Road

Brockworth

Gloucester

GL3 4PE

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

Brockworth Surgery is located within the Gloucestershire Clinical Commissioning Group (CCG) and provides services to approximately 10,500 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 provider's clinical team consists of five GP partners, three salaried GPs and one GP trainee. Additional clinical support is provided by an advanced nurse practitioner, two clinical pharmacists, four practice nurses and three healthcare assistants. They are supported by a practice manager, an assistant practice manager and reception and administration teams.

When the practice is not open, patients are directed to the NHS 111 service. Out of hours services are provided by another provider.

Further information about the practice can be found at www.brockworthsurgery.nhs.uk