

Brockwell Park Surgery

Inspection report

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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 responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Brockwell Park Surgery on 20 October 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring – rating of good carried forward from previous inspection

Responsive - good

Well-led - good

Following our previous inspection on 3 December 2016 the practice was rated good overall and for providing safe, effective, caring, and well-led services. The practice was rated outstanding for responsive services.

At the last inspection we rated the practice as outstanding for providing **responsive** services because:

- There was a garden project on the premises.
- The practice offered a safe space for victims of domestic violence
- The practice had put several quality improvements in place to better care for patients

At this inspection, we found that those areas previously regarded as outstanding practice were now embedded throughout the majority of GP practices. While the provider had maintained this good practice, the threshold to achieve an outstanding rating had not been reached. The practice is therefore now rated good for providing responsive services.

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

Why we carried out this inspection

This inspection was a comprehensive inspection to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014

How we carried out the inspection

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

This included:

- Conducting staff interviews using video conferencing.
- 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.

Overall summary

- Requesting evidence from the provider.
- A short site visit.

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 practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice learned and made improvements when things went wrong. Themes were identified from significant events and outcomes shared with local practices.
- Patients received effective care and treatment that met their needs.
- Staff were trained for the roles and received detailed appraisals to encourage development.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way. The practice offered 15 minute appointments as standard and patients found it easy to contact the practice via telephone.
- 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**:

- Ensure medicine reviews contain sufficient information and are accurately stored in patients' records.
- Implement and embed the action plan for monitoring of patients with long-term conditions.
- Continue to review and take steps to improve uptake of cervical cancer screening and childhood immunisations.
- Work towards the reintroduction of a patient participation group.

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 and included a second inspector who spoke with staff using video conferencing facilities and undertook a site visit. 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 Brockwell Park Surgery

Brockwell Park Surgery is located at: 117 Norwood Road, Norwood, London, SE24 9AE.

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

The practice is situated within the South East London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 9,440. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices: The Croxted Primary Care Network (PCN).

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth lowest decile (5 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 62.2% White, 22.5% Black, 8.5% Mixed, 5% Asian, and 1.8% Other.

There are fewer older people registered at the practice compared with local and national averages.

There is a team of 11 GPs at the practice. There are 2 nurses who provide nurse led clinics for long-term conditions. The practice also employs a clinical pharmacist, physiotherapist, and social prescribers. The GPs are supported at the practice by a team of reception and administration staff. The practice manager and operations manager provide managerial oversight.

The practice is open between 7am to 6.30pm Monday to Tuesday, 8am to 8pm on Wednesday and 8am to 6.30pm Thursday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.