

Broseley Medical Practice

Inspection report

Bridgnorth Road
Broseley
Shropshire
TF12 5EL
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www.broseleymedicalpractice.co.uk

Date of inspection visit: 9 December 2019
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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 previously carried out an announced comprehensive inspection at Broseley Medical Practice on 11 December 2018. The overall rating for the practice was good with requires improvement for providing a safe service. The full comprehensive report on the December 2018 inspection can be found by selecting the 'all reports' link for Broseley Medical Practice on our website at www.cqc.org.uk.

We carried out an announced inspection on 9 December 2019 to follow up on areas for improvement identified at the previous inspection and found improvements had been made in providing a safe service in addition to the good practice recommendations made in relation to providing effective and well-led services.

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 and other organisations.

We have rated this practice as **Good** in providing a safe service and **Good** overall.

At this inspection we found:

- Recruitment procedures had been reviewed and improved to ensure only fit and proper persons were employed.
- The significant event reporting and recording system had been reviewed and changes implemented to improve the quality of patient care from lessons learnt.
- An effective system for the monitoring of high-risk medicine prescribing had been implemented.
- Staff had completed outstanding essential training including training in safe working practices.

The practice had also met the good practice recommendations made in relation to providing effective and well-led services. These improvements included:

- The quantity and quality of audits undertaken had improved to drive quality improvement.
- A documented business plan and strategy to support the practice's aim to deliver high quality care and promote good outcomes for patients had been developed.
- Governance arrangements had been strengthened to include appointing an office supervisor and developing a working guide for reception staff. Monthly office meetings had also been implemented.
- The practice had worked with their patient participation group (PPG) in responding to the results of the national GP patient survey and undertaking their own survey regarding access to the service. A new telephone system had since been implemented and additional telephones obtained.

The following good practice recommendation remained outstanding from the previous inspection:

- Consider sharing current evidence-based guidance in clinical meetings.

The following good practice recommendation was made as a result of this inspection:

- Undertake a risk assessment to record the processes non-clinical staff follow to protect themselves and patients in the absence of immunisation for hepatitis B.

Dr Rosie Benneyworth BM BS BMedSci MRCGPChief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

Our inspection team

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

Background to Broseley Medical Practice

Broseley Medical Practice is registered with the Care Quality Commission (CQC) as a partnership provider and holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract. The practice is part of the NHS Shropshire Clinical Commissioning Group (CCG).

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

The practice operates from Broseley Medical Practice, Bridgnorth Road, Broseley, Shropshire TF12 5EL.

At the time of the inspection there were 4,653 patients of various ages registered at the practice. The practice local area is one of less deprivation when compared with the local and national averages. Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial. The patient age profile is comparable to local and national averages. The practice population is predominantly white and has a lower percentage of unemployment levels and patients with long-term health conditions compared with local and national averages. Life expectancy at the practice for patients is 81 years for males and 84 years for females, which is comparable to local and slightly higher than national averages.

The practice staffing comprises of:

- Two male GP partners
- Two long-term male locum GPs,
- Two female nurse practitioners
- Two female practice nurses
- One female health care assistant
- One medical student
- One female counsellor.
- One practice manager supported by a team of administrative and reception staff.
- A part-time community and care co-ordinator funded by the CCG.

The practice is open between 8.30am to 1pm and 2pm to 6pm Monday to Friday. The practice is closed to patients between 1pm and 2pm each day, however telephone calls during this period are answered. When the practice is closed patients are directed towards the out of hours provider via the NHS 111 service. Patients also have access to the Extended GP Access Service between 6.30pm and 8pm on weekdays, 8am and 1pm on a Saturday, and 8.30am and 12.30pm on a Sunday and bank holidays.

Additional information about the practice is available on their website at www.broseleymedicalpractice.co.uk