

# Brockworth Surgery

## Inspection report

The Surgery  
Abbotswood Road, Brockworth  
Gloucester  
Gloucestershire  
GL3 4PE  
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[www.brockworthsurgery.nhs.uk](http://www.brockworthsurgery.nhs.uk)

Date of inspection visit: 14 Jan 2020, 10 Feb 2020  
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



# Overall summary

We carried out an inspection of this service on 14 January 2020 following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change (either deterioration or improvement) to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Is the service effective?
- Is the service responsive?
- Is the service well led?

We carried out a second visit on 10 February 2020 to focus on the following key questions:

- Is the service safe?
- Is the service caring?

We have rated the practice as **requires improvement** overall.

We have rated the practice as requires improvement for providing safe, effective and well led services because:

- Processes to monitor and mitigate risk were not always effective.
- Oversight of significant event processes was not embedded.
- The practice had not identified ways to improve areas of high exception reporting to support positive patient outcomes.
- Policies were not always fully comprehensive or in line with national guidance.

- Systems did not always support effective governance oversight.
- Recruitment processes were not embedded.

These areas affected all population groups so we rated all population groups as **requires improvement**.

We have rated the practice as good for providing caring and responsive services because:

- The practice organised and delivered services to meet patients' needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

- Identify ways to improve uptake for cervical screening.
- Identify ways to improve patient satisfaction in relation to appointment times.

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

**Rosie Benneyworth**

Chief Inspector of PMS and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Requires improvement</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection was led by a CQC inspector. The team included a GP specialist advisor and a CQC inspection manager.

## 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 9,808 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 and 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 Care UK Ltd.

Further information about the practice can be found at [www.brockworthsurgery.nhs.uk](http://www.brockworthsurgery.nhs.uk)

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met...</b></p> <ul style="list-style-type: none"><li>• The practice had not established processes to support consistent and appropriate exception reporting.</li><li>• Policies were not always fully comprehensive or in line with national guidance. For example, the safeguarding and significant event policy.</li><li>• Policies were not always embedded in practice. For example, for uncollected prescriptions and complaints.</li><li>• Oversight of governance arrangements was not always effective to ensure compliance with practice policy. For example, the significant event process, staff training, staff acting as chaperones, recruitment processes and the complaints process.</li><li>• Processes to ensure that all necessary staff received a DBS check, were not embedded.</li><li>• There was not comprehensive oversight of systems to identify and mitigate risk. For example, emergency medicines, fire and blank prescriptions.</li><li>• The practice did not have effective systems to support information sharing and dissemination of identified learning.</li></ul> <p><b>This was a breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</b></p>