

Broughton Corner Family Practice

Inspection report

87 Thornton Road
Thornton Heath
CR7 6BH
Tel: 02086831277
www.mysurgerywebsite.co.uk

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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?

Requires Improvement



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 focused inspection at Broughton Corner Family Practice on 09 June 2021 and a remote clinical review on 07 June 2021 to follow up on breaches of regulations related to the previous provider of this service. Overall, the practice was rated as good.

During the last inspection on 05 February 2020 the practice was managed by another provider; the practice was taken over by the new provider, Brigstock Family Practice in May 2020. Following the last inspection, the practice was rated as requires improvement overall (requires improvement in safe and effective) for issues in relation to medicines management; equipment checks; significant events; uptake for childhood immunisations and cervical screening; outcomes for patients with long-term conditions; quality improvement and staff training.

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

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

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 rated the practice as **Requires Improvement** for providing safe services.

At this inspection we found the provider had made some improvements in providing safe services. In particular, the provider had made improvements to their systems and process in relation to recruitment checks, emergency equipment, emergency medicines and checks for equipment. However, we found new issues in relation to safeguarding training, infection prevention and control and medicines management.

We rated the practice as **good** for providing effective services.

Overall summary

At this inspection we found the provider had made some improvements in providing effective services. In particular, carrying out medicines' reviews for patients, outcomes for patients with long-term conditions and quality improvement, uptake for childhood immunisations and cervical screening; however, they were still below target.

We rated the practice as **good** for providing caring services.

We found that the provider enabled people to express their views by carrying out patient surveys and made changes where necessary.

We rated the practice as **good** for providing responsive services.

We found that the provider had made changes to improve access to the service. Feedback from patients about access was mostly positive.

We rated the practice as **good** for providing well-led services.

We found the provider had made improvements in providing well-led services in relation to good governance and had implemented systems and process in response to the findings of our previous inspection; staff we spoke to during the inspection confirmed this.

We have rated this practice as good overall and requires improvement in safe and for population group people with long-term conditions.

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

- Ensure that care and treatment is provided in a safe way for patients.

(Please see the specific details on action required at the end of this report).

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

- Consider ways to improve uptake for learning disability health checks.
- Make patient information leaflets available in other languages.
- Consider ways to identify carers to ensure their needs are known and can be met.
- Improve patient engagement through Patient Participation Group meetings.

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

Older people	Good	
People with long-term conditions	Requires Improvement	
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. The team included a GP specialist advisor.

Background to Broughton Corner Family Practice

Broughton Corner Family Practice provides primary medical services in 87 Thornton Road, Thornton Heath CR7 6BH to approximately 3,700 registered patients and is one of the 48 practices in Croydon Local Area Team and part of the South West London Clinical Commissioning Group (CCG).

Following the last inspection on February 2020 the practice was taken over by Brigstock Family Practice in May 2020.

The clinical team at the surgery is made up of full-time lead GP and two part-time salaried GPs (one male and one female) and a female healthcare assistant and a female practice nurse. The non-clinical practice team consists of a business manager, reception manager and five administrative or reception staff members.

The practice population is in the fourth more deprived decile in England. The practice population of children is below the local and national averages and the practice population of working age people is above the local average and significantly above the national average. The practice population of older people is slightly below the local and significantly below the national averages.

The practice is registered as a partnership with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	The provider had not ensured that care and treatment is provided in a safe way for patients.
Treatment of disease, disorder or injury	The provider did not ensure staff received safeguarding training appropriate to their role.
Surgical procedures	The provider did not ensure they had an overarching infection prevention and control policy.
Maternity and midwifery services	The provider did not ensure they had appropriate systems in place for the safe management of medicines.
	The provider did not ensure they consistently acted on medicines and safety alerts.