

Bryant Street Medical Centre – Surgery C

Inspection report

Bryant Street Medical Centre
29 Bryant Street
Chatham
Kent
ME4 5QS
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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.

Overall summary

We carried out an announced comprehensive inspection at Bryant Street Medical Centre on 14 November 2019 as part of our inspection programme. The overall rating for the practice was inadequate. The full comprehensive report on the November 2019 inspection can be found by selecting the 'all reports' link for Bryant Street Medical Centre on our website at .

This inspection was an announced focused inspection carried out on 5 February 2020 to confirm that the practice was compliant with warning notices issued following the November 2019 inspection. Warning notices had been issued against regulation 12 (safe care and treatment); regulation 17 (good governance) and regulation 19 (fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This report also covers our findings in relation to the requirements against these regulations where the provider was required to be compliant by 23 January 2020.

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.

The ratings remain unchanged from the November 2019 inspection, as the purpose of the February 2020 inspection was to review compliance against the warning notices issued.

We found the provider had made improvements in providing safe services regarding:

- The management of safety alerts.
- Medicines and prescription stationery security.
- Management of the cold chain.
- DBS checks.
- The ongoing registration of clinical staff.
- The recoding of recruitment and pre-employment checks for all staff including locums.

- There were some improvements to the system for learning when things went wrong.

We found the provider had not made enough improvements in providing safe services regarding:

- Access to emergency medicines within the practice and a lack of risk assessment relating to this.

We found the provider had made improvements in providing well-led services regarding:

- An improved system for acting on feedback from patients.
- An improved system for the management of practice policies.
- Some action had been taken to improve patient outcomes with a view to improving performance.

We found that provider had not made sufficient improvement in providing well-led services regarding:

- Significant events – there was some improvement to recording, investigating and learning from events. However, not all events had been logged and there were low numbers of incidents recorded.
- Complaints – there was improvement in recording and acting on verbal complaints and identifying trends. However, learning from verbal complaints was not clearly recorded.

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

- Ensure that care and treatment is provided in a safe way.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

Our inspection team

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

Background to Bryant Street Medical Centre - Surgery C

Bryant Street Medical Centre - Surgery C is located at 29 Bryant Street, Chatham, Kent, ME4 5QS. The practice is located in a purpose built premises in a residential area. There is a

reception and a waiting area on the ground floor. All patient areas are accessible to patients with mobility issues.

The local clinical commissioning group (CCG) is the NHS Medway CCG. Bryant Street Medical Centre is registered with the Care Quality Commission to provide the following regulated activities:

- treatment of disease, disorder or injury
- diagnostic and screening procedures
- maternity and midwifery services
- surgical procedures
- family planning

The practice has approximately 7,600 registered patients. The practice staff consists of three GP partners (male and female), one practice manager, one practice nurse (female) as well as administration and reception staff. The practice also directly employs three locum GPs (male and female).

There are higher than average number of patients under the age of 18 when compared with national and local averages. There is a lower proportion of patients over the age of 65, when compared with the national average. Information published by Public Health England, rates the level of deprivation within the practice population group as 2, on a scale of one to ten. Level 10 represents the lowest levels of deprivation and level one the highest. Life expectancy is lower than average for females (81 years compared with the national average of 84). Life expectancy for males is lower than average for males (77 years compared with the national average of 79 years).

General medical services are provided Monday to Friday between the hours of 8.30am to 6.30pm. Extended hours surgeries are offered Monday 6.30pm to 8pm and on a Tuesday morning from 7.30am. Out of hours services can be accessed via the NHS 111 service.

More information in relation to the practice can be found on their website:

www.bryantstreetmedicalcentre.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	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Family planning services	The provider did not have effective systems to assess, monitor and improve the quality and safety of services. In particular;
Maternity and midwifery services	Significant events were not always recorded so that the practice had sufficient oversight in order to make improvements.
Surgical procedures	Action relating to anonymous complaints and learning from verbal complaints was not sufficiently identified and recorded.
Treatment of disease, disorder or injury	This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Enforcement actions

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. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:
Maternity and midwifery services	• There was no risk assessment in place to identify the type of emergency medicines that should be kept within the practice. In addition, we found that there was no medicine available for the treatment of opiate overdose and no injectable antihistamine or antiemetic.
Surgical procedures	This was in breach of regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
Treatment of disease, disorder or injury	