

# Porter Brook Medical Centre

## Inspection report

9 Sunderland Street  
Sheffield  
South Yorkshire  
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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

Outstanding 

Are services effective?

Good 

Are services responsive?

Outstanding 

Are services well-led?

Outstanding 

# Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated there may have been a significant change 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?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

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

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 have rated this practice as outstanding overall.

We rated the practice as **outstanding** for providing responsive services because:

- The provider had developed services in response to their patient population, specifically their student population and people experiencing poor mental health.
- There was a proactive approach to understanding the needs of different groups of people and to deliver care in a way that met these needs.
- The practice had identified areas where there were gaps in provision locally and had taken steps to address them.

These outstanding areas benefited the population groups working age people (including those recently retired and students) and patients experiencing poor mental health so we have rated these population groups as **outstanding** and the other population groups as good.

We rated the practice as **outstanding** for providing well-led services because:

- The vision, strategy and culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care. Practice leaders were innovative and openly shared with others.
- Feedback from patients who used the service, those close to them and external stakeholders was continually positive about the way the service responded to the needs of patients.

We also rated the practice as **good** for providing effective services because:

- Patients received effective care and treatment that met their needs.

We saw several areas of **outstanding** practice including:

- The practice had implemented a registration system to ensure patients with long-term conditions were seen immediately on the day of registration to ensure continuity of care.
- All new students registering at the practice completed a mental health assessment to identify and offer immediate GP support. Staff worked with other stakeholders to ensure the safety of patients by screening international students prior to commencing at the university.
- The practice had improved processes to ensure students were seen in a timely manner and had adjusted services to meet their specific needs.
- The provider had arranged for a Consultant Psychiatrist to hold clinics at the practice for the benefit of their patients to prevent waits to secondary care.
- The provider had identified students with diabetes who were not being treated within secondary care following transition from home and childrens' services. They had arranged for a Consultant in diabetes to attend the practice to see these patients.
- Clinical staff were trained in supporting patients with eating disorders and offered a regular clinic to those patients who required support and guidance.

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

- Review the coding used in the patient notes to record the review appointment for patients seen following a new cancer diagnosis.

# Overall summary

- Take action to further review areas of high exception reporting for patients with long term conditions.

**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

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

## Our inspection team

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

## Background to Porter Brook Medical Centre

Porter Brook Medical Centre is located at 9 Sunderland Street, Sheffield, S11 8HN and has a branch site at the Sheffield Hallam University. We visited both sites as part of this inspection.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The provider has a contract with the Sheffield Clinical Commissioning Group (CCG) and provides Personal Medical Services (PMS) to 29,815 patients, 17,000 of these are registered as students.

The practice is open 8.30am to 6pm Monday to Friday, with the exception of Thursdays when both sites close at 4.30pm. The provider also offers a daily drop-in clinic at the branch site. Doctors offer extended hours at the Porter Brook site on alternate Tuesdays and Wednesdays from 7am and 6pm to 8pm. Pre-booked appointments are available on Saturday mornings from 8.30am to 11.40am. In addition, pre-booked nurse appointments are offered on alternate Saturday mornings and Tuesday

and Wednesday evenings between 6pm and 8pm. Health Care Assistant appointments for blood tests are offered on alternate Tuesdays and Wednesday mornings from 7.50am.

The practice has opted out of providing out of hours services (OOHs) for their patients. When the practice is closed patient calls are automatically transferred to the Sheffield Out of Hours Service which is located at the Northern General Hospital.

The practice has 57 staff working across both locations. This includes five female GP partners and three male GP partners, five salaried female GPs and one salaried male GP, six female and one male nurse, three female healthcare assistants, a male physician associate, a business manager, and an extensive management and administrative team.

The National General Practice Profile states that 31.3% of the practice population originate from Asian, black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.