

Broad Street Surgery

Inspection report

200 Broad Street
Foleshill
Coventry
CV6 5BG
Tel: 02476682486
www.coventrygp.com

Date of inspection visit: 20 November 2023
Date of publication: 23/01/2024

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

Not inspected

Are services responsive to people's needs?

Good



Overall summary

We carried out an announced assessment of Broad Street Surgery on Monday 20 November 2023.

This was a targeted review of responsive services. The practice was previously inspected in January 2020 and had previously been rated good overall and good in safe, effective, caring, responsive and well-led. Any previous ratings for the overall rating, safe, effective, caring and well-led will be unchanged following this assessment.

Rating at this assessment:

Responsive – Good.

How we carried out the assessment

This assessment was carried out virtually, through an online meeting and review of documents.

This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A virtual meeting with the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the assessment,
- 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 good for responsive services.

We found that:

- Patients could access care and treatment in a timely way.
- The practice had an effective phone system and was monitoring performance data on calls.
- The practice had access via online forms.
- There was clinical triage of patient requests for appointments and ongoing treatment in place which was being monitored.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Healthcare

Our inspection team

The inspection was carried out by a CQC lead inspector who spoke with staff using video conferencing and reviewed documents remotely.

Background to Broad Street Surgery

Broad Street Surgery is located in the Foleshill area of Coventry and serves patients within the Coventry city area. The practice is situated in a purpose-built health centre, along with another GP practice. The practice also has a branch surgery which is located in the same area of Coventry approximately one mile away called Jubilee Health Centre. The branch surgery is managed from the Broad Street Surgery site. The practice provided services for approximately 11,210 patients at the time of our assessment. The patient list is shared for both sites. The National General Practice Profile indicates that 60% of the practice population are from a white background, 28% of patients from an Asian background, with the remaining 12% of the population originating from black, mixed or other ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as 3, on a scale of 1 - 10. Level 1 represents the most deprived areas, and level 10 the least deprived.

The provider is registered with CQC to deliver the following regulated activities: surgical procedures, treatment of disease, disorder or injury, diagnostic and screening procedures, maternity and midwifery services and family planning. The practice's staff consists of three GPs partners (all male) and two salaried GPs (all male), two nurses, a practice manager, a deputy practice manager who carries out some health care assistant duties, an operational manager, and five reception/administrative staff. All staff work at both sites. The practice has a GP training practice status and provides personalised tuition to GP trainees. This includes foundation year two doctors and those wishing to obtain specialist training to work in general practice.