

# Brooklands Medical Practice

## Inspection report

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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?

Good



# Overall summary

We previously carried out an inspection at Brooklands Medical Practice on 06/11/2018 as part of our inspection programme. We rated the practice as requires improvement for providing safe services and good overall.

The full comprehensive report following the inspection in November 2018 can be found on our website here: <https://www.cqc.org.uk/location/1-545937960>

At our inspection in November 2018, we rated the practice as requires improvement for providing safe services because:

- There were gaps in safety systems and records.
- Staff had not always received the necessary training, professional development, supervision and appraisal necessary for them to carry out their duties.

We issued the provider with requirement notices for breaches of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (safe care and treatment) and Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (staffing).

On 17 September 2019, we undertook a focussed inspection of the safe key question. We visited the practice to confirm it had carried out the plan to meet the legal requirements in relation to the two breaches of regulations identified in our previous inspection in November 2018. This report covers our findings in relation to those requirements.

**We have rated this practice as good for providing safe services.**

- We found that action had been taken to improve safety systems and processes including staff training and appraisals.

Additional improvements we found were:

- Records of actions undertaken and the feedback given to patients in response to their complaints had been maintained.
- Staff vaccination records had been obtained and safeguarding policies and procedures had been updated.
- Relevant team members were aware of how to access logs of patient safety alerts.

These were areas where the provider should make improvement:

- Finalise action logs to confirm the date that any recommendations arising from the fire risk assessment and legionella risk assessment were actioned and completed.
- Maintain minutes of clinical team meetings that nursing staff attend.
- Continue to support all clinical staff to complete level three safeguarding training for both children and adults.
- Continue to implement actions to ensure recruitment records are comprehensively maintained.

**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

The inspection was conducted by a CQC inspector.

## Background to Brooklands Medical Practice

Brooklands Medical Practice is located at 594-596 Altrincham Road in the Brooklands area of Manchester and is part of the Manchester Clinical Commissioning Group (CCG). Services are provided under a General Medical Services contract with NHS England. The practice provides, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.

The practice was extensively renovated in 2013 and two semi-detached houses were converted into one large property. The practice offers disability access and facilities, with seven ground floor consultation rooms and office space on the first floor.

More information is available on the practice website: [www.brooklandsmedicalpractice.co.uk](http://www.brooklandsmedicalpractice.co.uk)

The practice has approximately 6,071 registered patients. The practice has a higher percentage (65.1%) of its population with a long-standing health condition when compared to the local CCG average (48.2%) and the England average (51.2%). The practice has 53.4% of its population with a status of being in paid work or in full-time education, which is below the CCG average (63.8%) and the England average (61.9%). 2.5% of the practice population is unemployed which is below the CCG average of (7.7%).

The practice has one male and two female GP partners, three salaried female GPs and one GP trainee. The practice staff consists of a practice manager, a nurse practitioner, two practice nurses, a health care assistant, a clinical pharmacist, a reception supervisor and a number of reception staff. The surgery is open from 8am until 6:30pm Monday to Friday and provides extended access on Tuesday and Wednesday evening with a GP, early mornings on Wednesdays with a nurse practitioner and early morning appointments on Fridays with a GP, a practice nurse and a health care assistant. The practice is also a part of a federation of GP practices who provide extended hours cover in the area from 8am to 8pm, seven days a week. Patients can attend appointments at a small number of local health centres as part of this arrangement.

Out of hours services are provided by Go to Doc via NHS 111. The practice is a training practice supporting GPs in training and a teaching practice, supporting medical students. Information published by Public Health England rates the level of deprivation within the practice population group as level three on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.