

# Brace Street Health Centre

## Inspection report

63 Brace Street  
Walsall  
WS1 3PS  
Tel: 01922624605  
[www.bracestreethealthcentre.nhs.uk](http://www.bracestreethealthcentre.nhs.uk)

Date of inspection visit: 20 June 2023  
Date of publication: 04/08/2023

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 comprehensive inspection at Brace Street Health Centre on 20 June 2023. Overall, the practice is rated as good.

Safe - requires improvement

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 5 May 2022, the practice was rated requires improvement overall and for all key questions except the caring key question which was rated as good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Brace Street Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection to follow up on the breaches of regulation from a previous inspection.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting clinical staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Face to face interviews with staff.

## 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 found that:

# Overall summary

- The practice had a system in place for the actioning of safety alerts, however this needed strengthening to ensure all alerts were acted on in a timely manner to mitigate risk.
- The management of patients medicines required improvements to ensure the appropriate monitoring was in place.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Governance processes had been strengthened. Risk management processes were in place and we found assessments of risks had been completed. These included fire safety and health and safety. This ensured that risks had been considered to ensure the safety of staff and patients and to mitigate any future risks
- Patients could access care and treatment in a timely way.
- Staff were well supported and learning was encouraged.

We found a breach of regulation. The provider **must**:

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

The provider **should**:

- Continue to encourage patients to attending screening and immunisation appointments.

**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 Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Brace Street Health Centre

Brace Street Health Centre is located in Walsall at:

63 Brace Street

Walsall,

West Midlands

WS1 3PS

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Black Country Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 2,800. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices within the locality.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 49.5% White, 40.5% Asian with the remaining patients of Black, Mixed, and other ethnicity. The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of 4 GPs (2 male, 2 female). The GPs are supported by 1 practice nurse and a primary care network pharmacist who provides medicine management support to the GPs. The practice has a team of reception/administration staff and a practice manager.

The practice is open between 8am to 6.30pm Monday, Tuesday, Thursday and Friday and 8am to 1pm on Wednesday. Wednesday afternoon appointments are provided by a GP service contracted by the provider. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by primary care network, where late evening and Saturday appointments are available. Out of hours services are provided by NHS111.

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 Family planning services Maternity and midwifery services Treatment of disease, disorder or injury Surgical procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <ul style="list-style-type: none"><li>• Safety alerts were not being acted on appropriately, with delays to alerts being actioned which posed a potential risk to patient's safety.</li><li>• We found gaps in clinical staff immunisation status.</li><li>• Clinical staff had not completed the appropriate safeguarding training relevant to their role.</li><li>• Patients on prescribed medicines had received the appropriate monitoring.</li></ul> <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>