

Dr K Parkinson and Dr J.A. Gilby

Inspection report

98 Chell Heath Road
Bradeley
Stoke On Trent
ST6 7NN
Tel: 01782838355

Date of inspection visit: 15 November 2023
Date of publication: 28/12/2023

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?

Good 

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 at Dr K Parkinson and Dr J.A. Gilby on 15 November 2023. Overall, the practice is rated as good. We rated the key questions:

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 17 January 2016, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr K Parkinson and Dr J.A. Gilby on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

The focus of the inspection included:

- The safe, effective, caring, responsive and well led domains.
- The 'shoulds' identified in 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 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 site visit.
- Staff questionnaires
- Information provided to the Care Quality Commission by other stakeholders, such as patient feedback, Healthwatch and the local Integrated Care Board.

Our findings

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

- what we found when we inspected

Overall summary

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should**:

- Review and action our clinical searches in respect of the potential for missed diagnoses of diabetes.
- Implement a strategy to improve cervical screening uptake.
- Consider implementing in house appraisals for salaried GPs.
- Continue to assess, review, evaluate and embed changes made in response to patient feedback on access.

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 using video conferencing facilities and undertook a site visit to both of the practice sites. 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 Dr K Parkinson and Dr J.A. Gilby

Dr K Parkinson and Dr J.A. Gilby is also known as Brook Medical Centre located in Bradeley

Stoke On Trent at:

98 Chell Heath Road

Bradeley

Stoke On Trent

ST6 7NN

The practice has a branch surgery at:

Smallthorne Health Centre

2 Baden Rd

Stoke-on-Trent

ST6 1SA

The provider is registered with CQC to deliver the Regulated Activities, diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Staffordshire and Stoke On Trent Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 14,4600. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices entitled Whitfield Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (3 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 3.3% Asian, 1.1% Black, 1.6% Mixed, 0.6% Other and 93.3% White.

The practice team comprises of 4 salaried GPs and a GP partner supported by a regular long term locum GP. There are 2 clinical lead advanced nurse practitioners and 3 advanced nurse practitioners (ANP), a nurse practitioner, a practice nurse, a healthcare support worker and a nurse associate. The practice management team includes a practice manager and business manager/partner. Support is provided to the practice clinical staff by a team of reception, secretarial, data and administration staff. These include, a clinical governance assistant, a reception manager, a senior receptionist and senior office administrator.

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. The Brook Medical Centre practice site opening hours are 8am to 6.30pm daily with the exception of Thursday, 8am to 1pm, the telephone lines are switched to NHS 111 at 1pm. The Smallthorne site is open 8am to 6pm daily with the exception of Thursday, 8am to 1pm, the telephone lines are switched to NHS 111 at 1pm.

Extended hours are provided at the Brook Medical Centre site, Monday to Thursday between 7am and 7:50am and 1 Saturday per calendar month between 7am and 2pm. Prebookable GP appointments and the practice reception does not open until 8am.

Enhanced access is available between 6.30pm and 8.30pm Monday to Friday and Saturdays 9am to 5pm. These alternated with another practice and the times may be subject to change due to staff availability.

Out of hours services are provided via the NHS 111 service.

Further information can be found on the practice website: www.brookmedicalcentre.nhs.uk