

# Bridge Surgery

## Inspection report

St Peters Street  
Stapenhill  
Burton On Trent  
Staffordshire  
DE15 9AW  
Tel: 01283563631  
[www.bridgesurgery.net](http://www.bridgesurgery.net)

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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?

Requires improvement



Are services effective?

Good



Are services well-led?

Good



# Overall summary

We carried out this announced inspection at Bridge Surgery on 29 October 2019 as part of our inspection programme. We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions safe, effective and well led.

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 good overall and good for all population groups.**

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.
- The practice had reviewed and re-organised the way in which services were delivered to meet patients' needs. Patients could access care and treatment in a timely way.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

## **We rated the practice as requires improvement for providing safe services because:**

- There were gaps found in the recruitment records for some staff including their vaccination and immunity histories.

The areas where the provider **must** make improvements as they are in breach of regulations are:

- Ensure specified information is available regarding each person employed.

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

- Implement the practice proposals for inductions tailored to specific staff roles and formalise a competency framework system for staff with extended roles.
- Consider prescription security key safe provision.
- Introduce systems to ensure that key environment and health and safety risk assessments completed by the landlord are available for the practice to review including any derived action plans.
- Continue to review and improve the uptake of cervical cytology screening.
- Implement systems which assist in ensuring that annual appraisals for all staff employed have taken place.

## **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>Good</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>Good</b>	

## Our inspection team

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

## Background to Bridge Surgery

Bridge Surgery is located at St Peters Street, Stapenhill, Burton On Trent, Staffordshire. The practice is a converted two storey Victorian school building. The ground floor consists of consulting rooms, a treatment room, a waiting room and reception desk with a lower counter access and separate office area. There is level access at the rear of the building and disabled toilet facilities. On the first floor there is a kitchen and staff room, a meeting room/library and several offices for administrative staff.

The practice is registered with the Care Quality Commission (CQC) as a partnership provider. 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; family planning and minor surgery.

Bridge Surgery is a member of the NHS East Staffordshire Clinical Commissioning Group (CCG) and provides services to approximately 9,850 patients. The provider is a partnership with three female and three male GP partners. The practice employs a salaried male GP partner. The practice has two regular locum GPs one male and one female. The GPs provide 5.44 whole time equivalent hours, based on nine sessions as full time. The

clinical team includes a clinical pharmacist and practice pharmacist, a practice nurse lead, two practice nurses and two healthcare assistants. The clinical team are supported by a practice manager and assistant practice manager, a clinical housekeeper, administration team, scanning team, receptionists and medical secretarial staff team.

Bridge Surgery is an approved GP training practice for Registrars (qualified doctors who undertake additional specialist training to gain experience and higher qualification in General Practice and family medicine). At time of the inspection there were two GP trainees working with the practice team.

The practice is open between 8am and 6.15pm Monday to Friday and the phone lines are open 8am to 6pm. As part of a government initiative the practice participates in the East Staffordshire extended hours service from 6.30pm to 8pm weekdays, a weekend service which includes an on line digital service on Sunday mornings where appointments will be offered with a GP via the Q Doctor App [www.qdoctor.io](http://www.qdoctor.io)

Further information can be found on the practice website: [www.bridgesurgery.net](http://www.bridgesurgery.net)

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed</p> <p><b>How the regulation was not being met.</b></p> <p>The registered person had not ensured that all the information specified in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was available for each person employed in particular:</p> <p>We saw gaps in the recruitment records of staff including records of staff vaccination, references and immunity histories.</p> <p>Contracted staff records did not contain information on their immunity, training or Disclosure and Barring Checks.</p>