

Broad Street Surgery

Inspection report

200 Broad Street
Foleshill
Coventry
West Midlands
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We previously carried out an announced comprehensive inspection at Broad Street Surgery on 6 January 2015. Following this inspection, we rated the practice as good overall. The practice was rated good for all key questions and all population groups.

We carried out an inspection of at Broad Street Surgery on 21 January 2020 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
- Caring
- Responsive
- 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. We have rated the practice as good for all key questions.

We have rated this practice as requires improvement for the working age people population group, and good for all other population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines and best practice.

- There were comprehensive policies and procedures to support best practice, and these were regularly reviewed and updated.
- There was an open and transparent approach to safety and a system in place for recording, reporting and learning from significant events. The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse, and for identifying and mitigating risks to health and safety.
- Staff demonstrated a care, kindness and respect in dealing with patients.
- Staff involved patients in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice had a comprehensive approach to succession planning and the promotion of sustainable care.
- The practice had a focus on learning and improvement.
- There were clear responsibilities, roles and systems of accountability to support effective governance.
- 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:

- Continue to explore ways to increase the screening rates for cervical cancer, breast cancer, and bowel cancer.

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

Dr Rosie Benneworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Requires improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC Lead Inspector. The team included a GP specialist advisor.

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, and is one of 65 practices serving the NHS Coventry and Rugby Clinical Commissioning Group (CCG) area.

The practice also has a branch surgery which is located in the same area of Coventry approximately one mile away. The branch surgery is managed from the Broad Street Surgery site. We did not visit the branch surgery as part of this inspection.

The practice provided services for approximately 9,500 patients at the time of our inspection. 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 non-white ethnic groups.

Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation (and therefore most deprived areas) and level 10 the lowest (least deprived).

The practice covers an area where people aged under 18 years are overrepresented when compared with the CCG area and national averages.

Both practice sites are well served by the local bus network and there is accessible parking. The practice sites and all facilities are fully accessible to wheelchair users.

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; 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 HCA duties; an operational manager; and five reception/administrative staff. At the time of the inspection the practice had a vacancy for a practice nurse, and interviews were scheduled for the following week. All staff work at both sites.

The practice has held GP training practice status for the last 10 years, 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.

The practice's reception opening times and appointment times are:

- From 8.30am to 6.30pm on Mondays, Tuesdays, Wednesdays and Fridays; and from 8.30am to 1pm on Thursdays and Saturdays (Broad Street site);
- From 8.30am to 6.30pm on weekdays (Jubilee Crescent site).

Cover is provided by the West Midlands Ambulance telephone service (who contact the GP if required) when the practice is not open during NHS core contract hours (which means the period beginning at 8am and ending at 6.30pm on any day from Monday to Friday except Good Friday, Christmas Day or bank holidays).

The practice has formed an alliance with a number of practices locally to provide an extended hours service.

Appointments are available either at the practice or at nearby locations from 6.30pm to 9.30pm on weekdays, from 9am to 12pm on Saturdays, and from 10am to 1pm on Sundays. The practice's patients can access a female GP through this service if required.

Home visits are available for patients who are housebound or too ill to attend the practice. This is at the discretion of practice staff and subject to a triage process. The practice also had access to a local paramedic home visiting service resource.

The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact the NHS 111 out of hours service.

The practice's website can be viewed at:
www.coventrygp.com