

# Clayton Brook Surgery

## Inspection report

Tunley Holme  
Bamber Bridge  
Preston  
Lancashire  
PR5 8ES  
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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

**This practice is rated as Good overall.** (Previous rating January 2018 – Good)

We carried out a comprehensive inspection on 5 October 2016 when we found patients were at risk of harm because the practice did not ensure that persons providing care and treatment had the qualifications, competence, skills and experience to do so, staff training was inadequate and staff were acting outside their levels of competency. There were insufficient staff to provide a good level of service to patients and systems and processes were not in place to keep patients safe. There was no systematic approach to assessing and managing risks and practice policies and procedures were not well managed. There was no comprehensive programme of quality improvement and the procedure for reviewing and acting on significant incidents was inadequate. We rated the practice as inadequate overall and the practice was placed into special measures.

We carried out a further comprehensive inspection of the practice on 30 May 2017. We found many improvements had been made and the overall rating for the practice was requires improvement. We took the practice out of special measures.

At our focused re-inspection on 17 January 2018 we found the practice had made further improvements; they were meeting all the required regulations and we rated the practice as good in all the key questions and good overall.

In August 2018, the practice provider changed from an individual GP to a partnership of two GPs.

We carried out an announced comprehensive inspection at Clayton Brook Surgery on 21 February 2019. This inspection was in line with our new methodology to ensure the improvements found at our inspection in January 2018 had been sustained.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

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 organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way; access to the practice had been improved.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care; systems and processes to govern the practice had been strengthened.

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

- Maintain accurate records of all family and household members of vulnerable patients and improve routine communication with health visitors.
- Introduce occupational health checks for new staff members to ensure safe working conditions.
- Review the system for documenting action taken as a result of patient safety alerts.
- Undertake the planned action to improve uptake rates for breast cancer screening.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## 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)	Good	
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 and a second CQC inspector.

## Background to Clayton Brook Surgery

Clayton Brook Surgery is situated in Tunley Holme in the Bamber Bridge area of Preston at PR5 8ES. The building is two stories high and was purpose built as a doctors' surgery in 1977. It has had a small extension to the building and provides patient facilities of a waiting area and treatment and consulting rooms. The practice provides level access for patients to the building with disabled facilities available. There is parking provided for patients at the nearby free public car park and some parking on the road and the practice is close to public transport.

The practice is part of the Chorley with South Ribble Clinical Commissioning Group (CCG) and services are provided under a General Medical Services Contract (GMS). The provider is registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

There are two male GP partners and one regular female locum GP assisted by an advanced nurse practitioner, a practice nurse and a healthcare assistant who also works as a medicines management co-ordinator and administrator. A practice manager and six further administrative and reception staff also support the practice.

The practice is registered as a teaching practice for GPs in training and medical students, although at the time of the inspection, the practice was not hosting any GP trainees or medical students.

The practice provides services to 3,299 patients. There are higher numbers of patients aged under 18 years of age (22%) than the national average (21%) and fewer numbers of patients aged over 65 years of age (16%) than the local average of 20%.

Information published by Public Health England rates the level of deprivation within the practice population group as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a higher proportion of patients experiencing a long-standing health condition than average (64% compared to the national average of 51%). The proportion of patients who are in paid work or full-time education is lower (51%) than the local and national average of 62% and the proportion of patients with an employment status of unemployed is 8% which is higher than the local average of 3% and the national average of 4%.

When the practice is closed, patients are able to access out of hours services offered locally by the provider GotoDoc by telephoning 111.