

# Brampton Medical Practice

## Inspection report

4 Market Place

Brampton

CA8 1NL

Tel: 0169772551

[www.bramptonmedicalpractice.com](http://www.bramptonmedicalpractice.com)

Date of inspection visit: 10 november 2023

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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 responsive to people's needs?

Good



# Overall summary

We carried out a targeted assessment of Brampton Medical Practice in relation to the responsive key question. This assessment was carried out on 10 November 2023 without a site visit. **Overall, the practice is rated as Good.** We rated the key question of responsive as **Good**.

Safe - Good

Effective – Good

Caring - Good

Responsive – Good

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for the Brampton Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a targeted assessment of the key question of responsive.

## How we carried out the inspection

This inspection was carried remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

## 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:

- Patients were satisfied with the appointments offered by the practice. This was reflected in the National GP survey.
- Patients were less satisfied with how easy it was to get through on the phone, the appointment times offered and the overall experience of making an appointment. However, according to the National GP survey the practice remained above national averages.
- The practice understood the needs of its local population.
- The practice had an active Patient Participation Group.

# Overall summary

- The practice dealt with complaints in a timely manner and learned from them.

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

- Continue to develop solutions to provide better access to their patients.

**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 Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC inspector who spoke with staff using video conferencing facilities.

## Background to Brampton Medical Practice

Brampton Medical Practice is located in 4 Market Place, Brampton, Cumbria CA8 1NL. It has 2 branches located in Wetheral and Corby Hill.

The provider is registered to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; and, surgical procedures.

The practice is situated within the NHS North East and North Cumbria Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population of over 16,000 patients. This is part of a contract held with NHS England. The practice is part of a wider Primary Care Network (PCN).

Brampton Medical Practice has a higher percentage of patients in the over 65 age group, and lower levels of income deprivation for both children and older people, when compared to other practices in the local area.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including telephone consultations and advance appointments.

Out of hours services are provided by 111 and Cumbria Health On Call.