

# Brook Square Surgery

## Inspection report

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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 carried out an announced focused comprehensive inspection at Brook Square Surgery on 4 November 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions Effective and Well led. The rating for caring, safe and responsive were carried forward to this inspection from the previous inspection.

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.
- 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 Improve the process for monitoring prescription stationery throughout the practice.
- Review and improve the process for monitoring exception reporting.
- Review and improve the process for cancer referrals.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

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 a second CQC inspector.

## Background to Brook Square Surgery

Brook Square Surgery is located in the centre of Scarborough. The surgery has good transport links and there is a pharmacy located nearby.

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.

Brook Square Surgery is situated within the Scarborough and Ryedale Clinical Commissioning Group (CCG) and provides services to 10,300 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider has three GP partners, one managing non-clinical partner, two salaried GPs and one GP registrar (one male and two female). The practice employs a clinical manager, two nurse practitioners, a

pharmacist, a nurse specialist, three practice nurses, a health care assistant, two phlebotomists. There is a business manager, an assistant manager and a team of administration staff.

The practice patient population groups were the same as the Scarborough and Ryedale CCG and England average. The National General Practice Profile states that 2% of the practice population is from an Asian background with a further 1.6% 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 as three, on a scale of one to ten. Level one represents a high level of deprivation and level ten the lowest. The practice has a high number of European nationals of Polish and Bulgarian origin. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 82.8 years compared to the national average of 83 years.