

The Broadway Surgery

Inspection report

179 Whitehawk Road

Brighton

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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



Overall summary

We carried out an announced comprehensive inspection of The Broadway Surgery on 23 April 2019. We identified a breach of regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and issued a requirement notice. The service was rated as requires improvement for providing safe services. It was rated as good overall and good for providing effective, caring, responsive and well led services. All the population groups were rated good.

We carried out this inspection of The Broadway Surgery to confirm that the service now met the legal requirements of the regulation and to ensure enough improvements had been made.

As a result of this inspection, the service is now rated as good overall and good for providing safe services.

Throughout the COVID-19 pandemic CQC has continued to regulate and respond to risk. However, considering the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Speaking with staff in person.
- Requesting documentary evidence from the provider.
- A short site visit.
- Reviewing a small sample of patient records.

We carried out an announced site visit to the service on 21 May 2021. Prior to our visit we requested documentary evidence electronically from the provider.

At the last inspection we rated the practice as requires improvement for providing safe services because:

- Whilst the practice had systems for the appropriate and safe management of medicines, patient specific directions were not properly authorised in advance of the administration to patients (a patient specific direction is an instruction to administer a medicine to a list of individually named patients where each patient on the list has been individually assessed by that prescriber).

We also identified areas where the provider should make improvements. They were:

- To improve the uptake of childhood immunisations.
- To reduce the prescribing of certain medicines in line with national and local guidelines.
- Review exception reporting and take action to improve this.

At this inspection we saw that the practice had made enough improvements, which included:

- The development and effective implementation of a clear policy for patient specific directions which was in line with legal requirements.

Overall summary

- CQC data showed an upward trend in the uptake of childhood immunisations as well as a reduction in the prescribing of certain medicines in line with recommended practice. It also showed that exception reporting rates had reduced and were now below the threshold. This was a result of a pro-active, opportunistic and personal approach taken by the practice.

We identified one area where the practice should make improvements:

- Maintain an overview of all nurse training to ensure nursing staff are up to date with all the competencies required for their role.

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

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was comprised of a CQC lead inspector.

Background to The Broadway Surgery

The Broadway Surgery is in the Whitehawk area of Brighton. The service is provided in a purpose-built health centre on the ground and first floors. The building contains another GP practice and a pharmacy. The local area is mostly residential with a school and other health and social care services nearby.

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

The Broadway Surgery provides services to approximately 2,700 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 practice has one full time GP and one full time practice nurse (female). There are two regular locum GPs (male and female) and a part time healthcare assistant. There is a full-time practice manager and a small team of administrative staff.

There are higher than average number of patients under the age of 18, and fewer patients aged over 65 than the national average. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years. A significantly higher than average proportion of patients are unemployed. There was a higher than average prevalence of depression amongst the adult population than both the local and national averages.