

# Broadway Medical Practice

## Inspection report

Springwell Health Centre  
Springwell Road  
Sunderland  
SR3 4HG

Tel: 01915229908

[www.broadwaymedicalpractice.nhs.uk](http://www.broadwaymedicalpractice.nhs.uk)

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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 well-led?

Good 

# Overall summary

We carried out an announced inspection at Broadway Medical Practice on 19-21 October 2022. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Good

Effective - Good

Well-led - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Broadway Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk). However, this was a first inspection.

## Why we carried out this inspection

This inspection was a focused inspection carried out in line with our inspection priorities.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account 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:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## 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 have rated this practice as Good overall.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

**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 lead inspector who spoke with staff using video conferencing facilities. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location. The CQC lead inspector conducted a short site visit to the registered location, during which they reviewed records, looked at the environment and spoke with management and staff.

## Background to Broadway Medical Practice

Broadway Medical Practice is located in Sunderland at:

Broadway Medical Practice

Springwell Health Centre

Springwell Road

Sunderland

Tyne and Wear

SR3 4HG

The practice is located in Springwell Health Centre, Sunderland and provides primary medical care services to patients living in Springwell and the surrounding areas of the City of Sunderland. The practice is based on the ground floor and shares the premises with another GP practice and other healthcare professionals. It offers on-site parking, disabled parking, a disabled WC, wheelchair and step-free access. The practice provides services to around 6,600 patients of all ages based on a General Medical Services (GMS) contract agreement for general practice.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, surgical procedures, family planning and treatment of disease, disorder or injury.

The proportion of the practice population in the 65 years and over age group is slightly lower than the Integrated Care Board (ICB) average but higher than the England average. The practice population in the under 18 years age group is slightly lower than the ICB and England average for males. The practice scored two on the deprivation measurement scale; the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

The practice has a diverse range of clinicians supported by a senior leadership team (SLT) and a practice manager and an assistant manager that is responsible for the day to day management of the site and service delivery.

All management, staff and clinicians work as a multi-disciplinary team. The team consist of one GP partner, and four salaried GPs. There are three practice nurses, a trainee nurse associate, one health care assistant, a practice manager and an assistant manager and care co-ordinators and a central administration team. The practice also has three GPs in training. The provider is part of Sunderland West 2 primary care network (PCN). PCNs are partnerships of practices working together and with other local health and care providers, where patients can access additional evening and weekend appointments.

The practice is open between 8.30am to 6pm Monday to Friday. The practice, along with all other practices in the NHS Sunderland ICB (PCN) area have a contractual agreement for the Out of Hours to be provided by 111 from 6pm to 8.30am Monday to Friday.