

# Broadway Medical Centre

## Quality Report

West View Health Village,  
Broadway  
Fleetwood  
Lancashire  
FY7 8GU

Tel: 01253 657500

Website: [www.broadwaymedicalcentre.nhs.uk](http://www.broadwaymedicalcentre.nhs.uk)

Date of inspection visit: 12 August 2015

Date of publication: 03/09/2015

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 service		Good	
Are services safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

# Summary of findings

## Contents

### Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	4
What people who use the service say	6

### Detailed findings from this inspection

Our inspection team	7
Background to Broadway Medical Centre	7
Why we carried out this inspection	7
How we carried out this inspection	7
Detailed findings	9

## Overall summary

### Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Broadway Medical Centre for one area only, Medicines Management within the key question safe

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

Broadway Medical Centre was inspected on 10 December 2014. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated 'good' overall. However, within the key question safe, medicines management was identified as 'requires improvement', as the practice was not meeting the legislation in place at that time; (Regulation 13 Medicines Management of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010).

At the inspection in December 2014 we found that medicines were not stored as required and record keeping was poor.

The practice supplied an action plan with timescales telling us how they would ensure they met Regulation 13 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 (HSCA 2008).

The practice has submitted to CQC, a range of documents which demonstrate they are now meeting the requirements of the new legislation that has superseded the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010; Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Safe and Care Treatment.

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

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### Are services safe?

The practice is rated good for providing safe services.

Improvements have been made in the storage and recording of medicines. More rigorous systems have been implemented to ensure the effective monitoring of medicine fridge temperatures. Audits have been undertaken. Controlled medicines are no longer stored at the practice.

Good



### Are services effective?

This rating was given following the comprehensive inspection 10 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### Are services caring?

This rating was given following the comprehensive inspection 10 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### Are services responsive to people's needs?

This rating was given following the comprehensive inspection 10 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### Are services well-led?

This rating was given following the comprehensive inspection 10 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

The practice is rated as good for the care of older people

This rating was given following the comprehensive inspection on 10 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### People with long term conditions

The practice is rated as good for the care of people with long term conditions

This rating was given following the comprehensive inspection 10 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### Families, children and young people

The practice is rated as good for the care of families, children and young people

This rating was given following the comprehensive inspection on 10 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students)

This rating was given following the comprehensive inspection on 10 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable

This rating was given following the comprehensive inspection on 10 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



# Summary of findings

## People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia)

This rating was given following the comprehensive inspection on 10 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



# Summary of findings

## What people who use the service say

As part of this focused desk top review we did not speak to any people who use the service.

A comprehensive inspection was undertaken 10 December 2014.

A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

# Broadway Medical Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

A CQC manager reviewed and analysed the documentary evidence submitted

## Background to Broadway Medical Centre

Broadway Medical Centre provides a service to 10,092 patients and is part of the Fylde and Wyre Clinical Commissioning Group.

The largest percentage of the practice population are patients aged under 18 years, accounting for 22.3% of practice patients. 72% of patients have a long standing health condition as opposed to the national average of 53%. According to statistics available at the time of the inspection from Public Health England, the practice is in the fourth most deprived percentile for practices in

England.

The practice is open Monday to Friday between the hours of 8.30am and 6.30pm. The practice also operates extended opening hours which are available from 7am on Wednesdays and until 8pm Monday and Thursday. When the practice is closed and in the Out of Hours (OOH) periods patients are requested to contact 999 for emergencies or telephone 111 for the OOH service

provided by Fylde Coast Medical Services. This information is available on the practice answerphone and practice website.

The practice has five GP's (three male and two female), one nurse practitioner, one nurse manager, three practice nurses, three health care assistants and a pharmacist. The practice also has a practice manager and staff are all supported by administration, reception and secretarial staff. The practice is a training practice and regularly has medical students.

The premises are purpose built for the service and are currently shared with two other GP practices.

## Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 10 December 2014. This inspection was a planned focused desk top review to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

## How we carried out this inspection

At the last inspection, we found that medicines management required improvement. Following the inspection the practice supplied an action plan with timescales telling us how they would ensure they met regulation 13 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 (HSCA 2008), now amended by Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

## Detailed findings

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to medicines management.

We reviewed this information and made an assessment of this against the regulations



# Are services safe?

## Our findings

Please note this is a focused desk top review of medicines management only within this key question of safe. Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

### Medicines management

The practice was inspected on 10 December 2014. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. Following the inspection the GP practice was rated requires improvement for the key question safe. There were shortfalls in how the practice was managing medicines at that time and the practice was not meeting Regulation 13 Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 Medicines Management.

Controlled medicines, which required more secure storage and record keeping were found to be kept in a unlocked cupboard. Stock levels were not accurately recorded.

We found that vaccines were stored in a fridge that we were informed was no longer in use. The records documenting the fridge temperatures where vaccines were stored, were poorly maintained. The fridges were not hardwired with no

signage to advise staff to leave these plugged in at all times. This is considered to be best practice according to NHS England's Protocol for Ordering, Storing and Handling Vaccines March 2014.

In line with agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to medicines management since the last inspection.

Evidence supplied included confirmation that the practice no longer stocked controlled medicines. This verified appropriate destruction as required.

Fridges that are no longer required have been removed. The two remaining fridges used to store vaccines have been identified as fridge 1 and fridge 2. The fridges now are hard wired into the electric system so reducing the risk of being turned off accidentally. A system has been implemented in the event of a power failure to the surgery, and there is a vaccine contact line for the surgery in the event of any incident.

An audit was undertaken by NHS England on how the practice managed vaccines in general. This demonstrated the practice management of vaccines was as required.

The information supplied demonstrated that the practice was meeting the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 12 Safe care and treatment.

# Are services effective?

(for example, treatment is effective)

## Our findings

Please note this is a focused desk top review of medicines management within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

## Are services caring?

### Our findings

Please note this is a focused desk top review of medicines management within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

Please note this is a focused desk top review of medicines management within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

Please note this is a focused desk top review of medicines management within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>