

The Bridge Surgery

Inspection report

8 Evesham Road
Headless Cross
Redditch
Worcestershire
B97 4LA
Tel: 01527 555 600
www.thebridgesurgery.co.uk

Date of inspection visit: 08/07/2019
Date of publication: 08/08/2019

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 a focussed inspection at The Bridge Surgery following an Annual Regulatory Review of the practice. During this inspection we looked at safe, effective and well-led. The practice was previously inspected in 2016 and rated good.

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 each of the population groups.

- 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 practice had a focus on learning and improvement.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Take action so the practice team know who the leads are for specific areas of work such as safeguarding.
- Take action so that minutes of meetings are documented in order to provide a record of discussions.
- Review their procedure for two week wait cancer referral as a coding error was identified.
- Keep an overview of significant events to enable effective trend analysis.

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	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

Background to The Bridge Surgery

The Bridge Surgery is situated in Redditch. The practice has a list size of 5,700 patients.

The practice is a training practice. Fully qualified doctors who want to enter into general practice spend 12 months working at the practice to gain the experience they need to become a GP. At the time of our inspection the practice had one registrar in post.

The practice has three GP partners (a mixture of two male and one female offering patients their preferred choice). The practice has two practice nurses, two healthcare assistants (HCAs) and two pharmacists. The clinical team is supported by a practice manager, a reception manager and a team of reception and administrative staff.

The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The area was rated seven out of ten for levels of deprivation with ten being the least deprived and one being the most deprived.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice does not provide out of hours services. Patients are advised to contact 111 for urgent GP access outside of normal GP working hours. When patients dial 111 they get advice from the Out of Hours service which is commissioned by the Clinical Commissioning Group (CCG).