

# Brandon Street Surgery

## Inspection report

52 Brandon Street  
Leicester  
Leicestershire  
LE4 6AW  
Tel: 0116 268 9790  
[www.brandonstreetsurgery.co.uk](http://www.brandonstreetsurgery.co.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 

# Overall summary

We carried out an announced comprehensive inspection at Brandon Street Surgery on 13 January 2017. The overall rating for the practice was good with requires improvement for providing safe services.

From the inspection in January 2017 the practice was told they must:

- Review processes for reporting, recording, acting on and monitoring significant events, incidents and near misses. Ensure actions agreed to ensure lessons learnt following discussion of a significant event are documented with timely review dates. Ensure complete records are kept of all completed significant event report forms received including details of actions taken as a result.

In addition, the practice was told they should:

- Review processes in place in relation to clinical audits to ensure full cycle audits are carried out to improve patient outcomes.
- Review system of appraisals to ensure all members of staff receive an appraisal at least annually.
- Review complaints processes to keep a record of informal complaints received and ensure a system is in place to enable the practice to monitor trends.
- Review methods of communication and meeting structures to ensure all practice staff clinical and non-clinical are provided with the opportunity to be involved in discussions about the practice.

The full comprehensive report on the January 2017 inspection can be found by selecting the 'all reports' link for Brandon Street Surgery on our website at .

This inspection was an announced focused inspection carried out on 4 February 2019 to confirm that the practice had made the recommended improvements that we identified in our previous inspection on 13 January 2017. This report covers our findings in relation to those improvements made since our last inspection.

Our judgement of the quality of care at this service is based 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.

**The practice is rated as good overall and good for all the population groups.**

At this inspection we found:

- The practice had implemented a system to ensure that significant events were managed safely and that learning from those events was shared across the practice.
- We saw evidence that when a significant event took place, it was appropriately recorded and acted upon.
- Risks to patients were now being safely managed and mitigated.
- We saw evidence that full cycle audits had been completed since our last inspection. Further audits had been completed and we saw evidence that future audits were planned.
- A system had been implemented to ensure staff received regular appraisals and we saw evidence that appraisals had been carried out with staff since our last inspection. These appraisals covered staff training needs and any performance issues.
- Complaints received in written or verbal form were now being captured by staff in order to effectively monitor these, share learning across the practice and identify any trends and themes.
- A schedule of meetings now took place at the practice which included monthly clinical meetings, monthly nurse clinical meetings, all staff meetings and safeguarding meetings with health visiting teams when they were available. We saw meeting from these minutes and saw that significant events and complaints were discussed.

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

**Please refer to the detailed report and the evidence tables for further information.**

## 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

This inspection was carried out by a CQC inspector.

## Background to Brandon Street Surgery

Brandon Street Surgery provides primary medical services to approximately 6,112 who reside in Leicester City and surrounding areas. The practice is located in Belgrave Health Centre which is a purpose built health centre and is shared with two other GP practices. The health centre has adequate patient and staff car parking including disabled parking bays. All clinical and patient areas are accessible to patients with disabilities and those who use wheelchairs.

Brandon Street Surgery is registered with the Care Quality Commission to provide the regulated activities of; the treatment of disease, disorder and injury; diagnostic and screening procedures; maternity and midwifery services, family planning and surgical procedures.

The practice has an Alternative Provider Medical Services contract (APMS). An APMS contract is provided under directions of the Secretary of State for Health and can be used to commission primary medical services from GP practices as well as other types of service providers.

At the time of our inspection the practice employed two GP partners, two long term locum GPs, one practice nurse, one health care assistant (HCA) and a team of reception and administration staff who were all supported by a practice manager and an assistant practice manager.

The surgery is open from 8am until 6.30pm Monday to Friday. The practice provides extended opening hours until 8pm on a Tuesday. The practice has an active patient participation group (PPG) who meet on a regular basis.

The practice has a higher than average population of patients between the ages of 25-39 years of age. 50% of the patient population have a long standing health condition which is comparable to the clinical commissioning group (CCG) average of 50% and the national average of 53%.

The practice offers on-line services for patients including ordering repeat prescriptions and booking routine appointments.

The practice lies within the NHS Leicester City Clinical Commissioning Group (CCG). A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

When the practice is closed patients are able to use the NHS 111 out of hour's service.