

# Bradley Stoke Surgery

## Inspection report

Brook Way  
Bradley Stoke  
Bristol  
BS32 9DS  
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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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focussed inspection at Bradley Stoke Surgery on 13 December 2019 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a change (either deterioration or improvement) to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Are services effective?
- Are services responsive?
- Are services well led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Are services safe? (Good)
- Are services caring? (Good)

At our last inspection in June 2016, we noted some areas where the practice should make improvements. These were:

- The practice should record emergency equipment checks for all the equipment designated for this purpose to ensure it is still within its 'use by' date.
- The practice should formalise their clinical cleaning schedules and include equipment not in daily use.
- The practice should implement their legionella protocol.
- The practice should ensure the recruitment procedure is applied to all posts.

At this inspection, we saw evidence that all the above areas had been addressed and improvements made.

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. The service was rated as **good** for providing effective, responsive and well led services including for the six population groups because:

- People had good outcomes because they received effective care and treatment that met their needs.
- Information about people's care and treatment was routinely collected, monitored and acted upon.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Clinical and internal audit processes functioned well and had a positive impact in relation to quality governance.
- Leaders demonstrated they had the capacity and skills to deliver high quality, sustainable care and were able to support innovation, implementation of processes and the continuous monitoring of patient care.

The areas where the provider **should** make improvements are:

- Continue to review arrangements to improve the uptake of cervical screening.

**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

<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

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

## Background to Bradley Stoke Surgery

Bradley Stoke Surgery, Brook Way, Bradley Stoke, Bristol, BS32 9DS is located within the South Gloucestershire local authority and is one of 80 practices serving the NHS Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (CCG) area.

It is an urban practice and provides general medical services to approximately 17,800 patients.

The practice has a higher proportion of registered patients (68.5%) who are of working age when compared to the CCG and national averages of 63.2% and 62% respectively. It has a lower percentage (6.3%) of elderly patients over 65 years of age when compared to the CCG and national averages of 16.4% and 17.3% respectively.

There are accessible facilities, with nurse treatment rooms on the ground floor and GP consulting rooms on the ground and first floors.

Information published by Public Health England rates the level of deprivation within the practice population group as tenth on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is led by two male and three female GP partners who are contracted to provide medical services under a Personal Medical Services (PMS). PMS contracts offer local flexibility compared to the nationally negotiated General Medical Services (GMS) contracts by offering variation in the range of services which may be provided by the practice, the financial arrangements for those services and the provider structure. They are also registered with the CQC for the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The Partners are supported by an advanced nurse practitioner, a paramedic practitioner, four nurses, one mental health practitioner, five healthcare assistants, a clinical pharmacist. For non-clinical activities, a Business Manager, an Operations Manager, an IT lead, a finance assistant, a QOF co-ordinator and sixteen additional admin and reception staff, support the partners.

Out of hour's services are not provided as these are provided by BrisDoc whose contact details are available in the practice and on the website.