

# Pelsall Village Surgery

## Inspection report

High Street  
Pelsall  
Walsall  
West Midlands  
WS3 4LX  
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[www.pelsallvillagesurgery.co.uk](http://www.pelsallvillagesurgery.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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Pelsall Village Surgery on 16 October 2019 as part of our inspection programme.

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 all population groups.**

We found that:

- Patients received effective care and treatment that met their needs and was planned and delivered according to evidence-based guidelines.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment and worked together and with other organisations to deliver effective care and treatment.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients were highly satisfied with the service they received from the practice. Staff felt valued and supported in their work. There was an effective relationship between the practice and the patient participation group.

- The practice supported the local community through fund raising events, and links with the local primary school.
- The practice had reviewed and re-organised the way in which services were delivered to meet patients' needs. Patients could access care and treatment in a timely way.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- There was a focus on continuous learning and improvement at all levels of the organisation. For example: the practice encouraged and supported the staff to develop their skills and knowledge, for example staff attending post graduate degree courses.

Whilst we found no breaches of regulations, the provider **should:**

- Update the safeguarding policy to include modern slavery, sexual exploitation and radicalisation.
- Provide all staff with PREVENT training.
- Obtain assurances from the locum agency that the recruitment checks had been carried out in accordance with regulations.
- Further develop the COSHH risk assessment and log of products and assessments for specific risks.
- Obtain assurances from the landlord regarding the fire alarm system and legionella risk assessment.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCPGPChief Inspector of General Practice

## 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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a Practice Manager advisor.

## Background to Pelsall Village Surgery

Dr Abbas Onaolapo Amole (known as Pelsall Village Surgery) is registered with the Care Quality Commission (CQC) a single handed provider operating a GP practice in Walsall, West Midlands. The practice is part of the NHS Walsall Clinical Commissioning Group. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, surgical procedures and treatment of disease disorder or injury.

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 operates from Pelsall Village Centre, High Street, Pelsall, Walsall, WS3 4LX.

There are approximately 2,745 patients of various ages registered and cared for at the practice. The practice provides GP services in an area considered to be one of the less deprived within its locality. Demographically the practice has a lower than the local average patient population aged under 18 years, with 21% falling into this category, compared with the CCG average of 24%, but the same as the national average of 21%. Sixteen per cent of the practice population is above 65 years which is the same as the CCG average, and slightly lower than the national average of 17%. The percentage of patients with

a long-standing health condition is 57% which is above the local CCG average of 52% and the national average of 51%. The practice life expectancy for patients is 79 years for males, the same as the national average and 84 years for females which is one year above the national average. National General Practice Profile describes the practice ethnicity as being 95.1% white and 4.9% from black and minority ethnic groups.

The staffing consists of:

- One male principle GP.
- One female practice nurse and one female health care assistant.
- A practice manager supported by two receptionists, an administrator and a secretary.

The practice is open between 7.30am and 6.30pm on Mondays, 8am to 6.30pm Tuesday to Thursday, and 8am to 1pm on Friday. When the practice is closed patients are directed towards an alternative provider during core hours, and the out of hours provider via the NHS 111 service between 6.30pm and 8am. Patients also have access to the Extended GP Access Service between 6.30pm and 9pm on weekdays, 10am to 3pm on weekends, and 11am to 1.30pm on bank holidays.

The practice does not routinely provide an out of hours to their own patients, but patients are directed to the out of hours service, through the NHS 111 service when the practice closed.

Additional information about the practice is available on their website at [www.pelsallvillagesurgery.co.uk](http://www.pelsallvillagesurgery.co.uk)