

# Church View Surgery

## Inspection report

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Cradley Heath  
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November 2019  
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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 effective?

Good 

Are services caring?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focussed inspection at Church View Surgery on 23 October and 13 November 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Effective
- Caring
- Well-led

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 for effective caring and well-led and good overall. We rated all population groups as good.**

We found that:

- Patients received effective care and treatment that met their needs.
- The national GP patient survey feedback results were below local and national averages in some aspects of caring. The practice had carried out an in-house survey which did not align with the findings of the national survey findings. However, the practice was taking action to improve.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The governance processes ensured risks were identified and managed to protect patients from avoidable harm.

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

- Continue to explore ways to improve patient satisfaction in areas identified in the national GP patient survey.

**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.  
The team included a GP specialist advisor.

## Background to Church View Surgery

Church View Surgery is a registered with the Care Quality Commission (CQC) to provide primary medical services. The surgery serves a population of approximately 6200 patients. The practice is located on Halesowen Road, Cradley Heath in the West Midlands ().

Church View Surgery is registered with CQC to deliver the Regulated Activities:

- diagnostic and screening procedures.
- maternity and midwifery services.
- treatment of disease, disorder or injury.

The practice is open Mondays and Fridays from 8.00am to 6.30pm; Tuesdays and Thursdays from 7am to 8am. On Wednesdays it is open from 8am to 8pm and on Friday it is open from 8am to 6.30pm. The practice offered Saturday and Sunday morning opening at another site as part of hub working arrangements with other local services. The practice has opted out of providing out-of-hours services to their own patients. This is provided by an external out of hours service.

There are three GP partners (two male and one female). However, one GP partner (male) had taken retirement

during this inspection but planned to work part time as a salaried GP. There are two part time practice nurses, two healthcare assistants, a practice manager and a team of reception staff. The practice has a General Medical Services (GMS) contract and is part of Sandwell and West Birmingham 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.

The practice is situated in an area of deprivation at level three. Level one represents a most deprived area and level 10, the least deprived. The age distribution of the practice population broadly follows that of the national average.

Telephone consultations are available if patients requested them; home visits were also available for patients who are unable to attend the surgery. When the practice is closed, primary medical services are provided by an external out of hours service provider and information about this is available on the practice website.