

# Bean Road Medical Practice

## Inspection report

5 Bean Road  
Dudley  
West Midlands  
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[www.beanmedicalpractice.nhs.uk](http://www.beanmedicalpractice.nhs.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?	Requires improvement 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

# Overall summary

We carried out a comprehensive unannounced inspection of Bean Medical Practice on 8 January 2020. We inspected Bean Medical Practice due to concerns identified at an inspection of Clifton Medical Centre and its branch surgery, Victoria Road Surgery on 19 December 2019. As there were concerns identified at a provider level, highlighting a lack of effective leadership and clinical oversight, a decision was made to inspect each of the providers (Dr Devanna Manivasagam's) services on 8 January 2020.

This inspection focused on the following key questions:

Are services at this location safe?

Are services at this location effective?

Are services at this location caring?

Are services at this location responsive?

Are services at this location 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 overall and requires improvement for effective and the population groups of families, children and young people and working age people (including those recently retired and students)).**

**We rated the practice as requires improvement for providing effective services because:**

- The practice's uptake of childhood immunisations and cervical cancer screening rates were below the national averages and action taken had not yet demonstrated improved outcomes.

**We rated the practice as good for providing safe, caring, responsive and well-led services because:**

- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse.
- Staff had the skills, knowledge and experience to deliver effective care and treatment that met their needs.
- Patients needs were assessed and care and treatment was delivered in line with current legislation.
- Risks to patients were assessed and well managed.
- The practice used clinical audit as a method of identifying where improvements were required.
- The practice organised and delivered services to meet patients' needs.

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

- Continue work to increase the uptake for cervical, breast and bowel screening.
- Continue work to increase the uptake for immunisations.
- Continue work on improved outcomes for patients where satisfaction levels are still low.
- Continue work to increase care plans for patients with dementia.
- Continue work to identify and support carers registered in the practice.
- Review the designation of lead roles in the practice in the absence of the lead GP.
- Continue to review the processes of checking vaccinations in the practice.
- Review recruitment files to ensure these are in line with best practice.
- Review the business continuity plan in the absence of the lead GP.

**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	Requires improvement	
Working age people (including those recently retired and students)	Requires improvement	
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 advisor and a second inspector.

## Background to Bean Road Medical Practice

Bean Medical Practice is based in the Dudley area in a purpose built building. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

Bean Medical Practice is a member of the Dudley Clinical Commissioning Group (CCG) and provides services to patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. At the time of our inspection there were approximately 3727 patients registered at the practice.

Parking is available on-site and a chaperone service is available for patients who request the service. This is advertised throughout the practice.

The clinical team includes a lead GP who works one day per week and two long term locum GPs (both female) and two practice nurses. The lead GP and the practice manager form the practice management team and they are supported by a team of five staff members and an apprentice who cover reception, secretarial and administration roles.

There are higher than average number of patients between the ages of 15-44. The National General Practice Profile states that 67% of the practice population is from a white ethnic background with a further 33% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open between 8am and 6.30pm Monday to Friday with extended hours on Thursdays between 6.30pm and 8.30pm and telephone consultations on Friday's between 7.30am and 8am. Home visits are available for patients who are too ill to attend the practice for appointments.

The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact Malling Health via 111.

The practice website can be viewed at: [www.beanmedicalpractice.nhs.uk](http://www.beanmedicalpractice.nhs.uk)