

Norton Canes Health Centre

Inspection report

Brownhills Road
Norton Canes
Cannock
Staffordshire
WS11 9SE
Tel: 01543 450222

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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 focused inspection at Norton Canes Health Centre on 10 June 2019. 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: safe, effective and 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 previously carried out a comprehensive inspection at Norton Canes Health Centre on 9 April 2015. The overall rating was Good. The report on the April 2015 inspection can be found by selecting the 'all reports' link for Norton Canes Health Centre on our website at .

We have rated this practice as Good overall and good for all population groups. We found that:

- Patients received safe, effective care and treatment that met their needs.
- Staff were supported in their roles and with their professional development.
- The way the practice was managed promoted the delivery of person-centred care.

- The practice understood the needs of its population and tailored services in response to those needs.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Clinical audits demonstrated quality improvement.
- Staff felt supported by the management team, proud to work at the practice and comfortable to raise concerns.
- The practice had very recently developed a patient participation group to proactively seek feedback from patients about the services provided.
- The way the practice was led and managed promoted the delivery of person-centred care.

The areas where the provider should make improvements are:

- Consider obtaining a hearing loop.
- Continue to develop and increase the membership of the patient participation group.
- Consider developing a practice website.

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 General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
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 practice manager Advisor.

Background to Norton Canes Health Centre

Norton Canes Health Centre is registered with the Care Quality Commission (CQC) as a partnership GP provider. The practice is part of the NHS Cannock Chase Clinical Commissioning Group and 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 to the local community.

The practice operates from Brownhills Road, Norton Canes, Cannock, Staffordshire WS11 9SE and provides regulated activities from this location only. The practice is one of three GP practices that operate out of a shared purpose-built building and are located on the ground floor. Although the practices share the building, the staffing, management and patient lists are different. Other health professionals also work out of the building.

The practice area is one of lower overall deprivation when compared with the national averages. At the time of the inspection the practice had 3448 registered patients. The percentage of patients with a long-standing health condition is 61% which is comparable with the CCG average but higher than the national average of 51%, meaning there could be additional demand on the service. The National General Practice Profile describes

the patient ethnicity as mainly White British. The practice is an accredited research and training practice; however, the practice did not have a GP registrar at the time of the inspection.

The practice is open between 8am and 6.30pm Monday to Friday and closed on a Saturday and Sunday. Extended hours are provided on a Wednesday morning with a GP between 7am to 8am and on a Friday morning with a nurse between 7am to 8am. Patients can also access an extended hour's service provided by Cannock Chase Clinical Alliance during evenings, weekends and bank holidays. The practice does not provide an out-of-hours service to their own patients, but patients are directed to the out-of-hours service, Staffordshire Doctors Urgent Care when the practice is closed via the 111 service. The appointment system is a book on the day system and there are a limited number of appointments with GPs and the practice nurse that can be booked in advance. Routine appointments can be booked in person, by telephone or on-line. Home visits are available to patients with complex needs or who are unable to attend the practice.

The practice staffing currently consists of:

- Two full-time GP partners (one male, one female)
- A practice nurse
- A practice manager

- A team of three administrative and reception staff

The practice does not currently provide a website. However, some information about the practice and services provided is available on www.nhs.uk