

# Penn Surgery

## Inspection report

2a Coalway Road  
Wolverhampton  
WV3 7LR  
Tel: 01902333408  
www.pennsurgery.co.uk

Date of inspection visit: 10 October 2023  
Date of publication: 15/12/2023

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 to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced comprehensive inspection at Penn Surgery on 10 October 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 28 January 2016, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Penn Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection**

We carried out this inspection in line with our inspection priorities.

## **How we carried out the inspection/review**

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

## **Our findings**

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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Staff felt supported by managers and worked in a friendly environment.
- Staff were supported to develop their skills and knowledge to improve their job prospects.
- 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.
- We saw evidence that patients could raise complaints and the practice had systems in place to log and act upon them to improve patient care.
- Management of the practice demonstrated they understood the challenges in providing high quality patient care.
- The practice worked collaboratively with other professionals, clinicians and organisations to develop systems to improve patient care and share best practice.

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

- While the practice has a process in place to manage where children had missed appointments for immunisations. The practice should ensure where these appointments were missed, they continue to take action to ensure these appointments are attended.
- The practice should ensure where patients should be reviewed/recalled on a 6 monthly basis as identified within the clinical reviewing system that this is followed and not left to be picked up by the practice annual diary system. This will ensure there is not a high number of outstanding reviews showing on the system.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector and a further inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who completed clinical searches and records reviews without visiting the location.

## Background to Penn Surgery

Penn Surgery is located in Wolverhampton at:

2a Coalway Road

Wolverhampton

WV3 7LR

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, surgical procedures and family planning.

The practice is situated within the Black Country Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 7000. This is part of a contract held with NHS England.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the sixth lowest decile. The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 20% Asian, 70.8% White, 3.8% Black, 3.6% Mixed, and Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice has a lead GP, four salaried G.Ps, a team of three nurses who provide nurse led clinics and three health care assistants. The GPs are supported at the practice by a team of reception/administration staff. The practice manager provides overall managerial oversight.

The practice is open between 8:30am to 6:00pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Unity hub, where late evening and weekend appointments are available. Out of hours services are also provided by NHS 111.