

# Crankhall Lane Medical Centre

## Inspection report


156 Crankhall Lane  
Friar Park  
Wednesbury  
West Midlands  
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Tel: 0121 531 4704

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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 well-led?

Good 

# Overall summary

We carried out an announced focused inspection at Crankhall Lane Medical Centre on 7 November 2018 to confirm that the practice had carried out their plan to meet the

legal requirements in relation to the breaches in regulations we identified in our previous inspection in October 2017 where breaches of the Health and Social Care Act 2008 were identified. You can read the report from our last comprehensive inspection on 18 October 2017; by selecting the 'all reports' link for Crankhall Medical Centre on our website at [. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection. Our inspection team was led by a CQC inspector and included a GP specialist advisor.](#)

Our judgement of the quality of care at this service is based 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.

**I have rated this practice as good overall.**

This means that:

- People were protected from avoidable harm and abuse and legal requirements were met.
- Patients had good outcomes because they received effective care and treatment that met their needs.

- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- Data from the 2017/18 Quality and Outcomes Framework (QOF) showed patient outcomes for diabetes had improved and were in line with local and national averages.
- The practice continued to be below the national average for cervical screening, but had systems in place to encourage patients to attend screening.
- The practice had reviewed the 2018 national patient survey and had discussed this with the patient participation group, that had started to meet again since the previous inspection.
- Following our previous inspection, the practice had reviewed the supervision of clinical staff to ensure they had the appropriate support in the management of patients with long term conditions.
- People's needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care, this included a review of the practice business plan to review the vision and values and drive forward the changes the practice had recently implemented.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

## Background to Crankhall Lane Medical Centre

Crankhall Lane Medical Practice is located in Wednesbury an area of the West Midlands. The surgery has good transport links and a local pharmacy is located nearby. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Crankhall Lane Medical Centre is situated within Sandwell & West Birmingham Clinical Commissioning Group (CCG) and provides services to 3,700 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.

The provider is a single handed female, the current registration of a partnership was registered with the CQC in February 2017. The provider's current registration status is in the process of being changed from a partnership to a single handed provider due to the loss of one of the partners in June 2018. The practice employed two regular male locum GPs, a health care assistant and a number of administration staff. The practice is part of a wider network of GP practices.

The National General Practice Profile states that 84% of the practice population is from a white background with a further 9% of the population originating from Asian background. 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. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

Crankhall Lane Medical Centre is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are available to all patients at additional locations within the area as the practice is a member of a GP federation: Monday to Friday 6.30pm until 8pm and on Saturday and Sunday 10am until 1pm. Additional out of hours care is accessed by calling the NHS 111 service.