

OHP – MGS Medical Practice

Inspection report

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www.mgsmedicalpractice.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?		Good	
Are services well-led?		Good	

Overall summary

We carried out a desk based announced inspection review at OHP-MGS Medical Practice Medical Practice on 21 July 2021. Overall, the practice is rated as good.

Ratings for each key question:

Safe – Good

Effective – Good

Well Led – Good

Following our previous inspection in December 2019 and January 2020, the practice was rated good overall and requires improvement for the working age people (including those recently retired and students) population group.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for OHP-MGS Medical Practice on our website at www.cqc.org.uk

Why we carried out this review

This inspection was a focused review of information to follow up on:

- The working age people (including those recently retired and students) population group, which was rated as requires improvement at the last inspection in December 2019 and January 2020.
- Breaches of regulations and ‘shoulds’ identified at the previous inspection. These were related to health & safety, staffing & recruitment and areas identified for improvement which included the uptake of cervical screening and childhood immunisations.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This inspection was carried out in a way which enabled us to not have to undertake an onsite visit. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing / telephone.
- Requesting evidence from the provider

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.

Overall summary

We have rated this practice as Good overall and requires improvement for the population group families, children and young people.

We found that:

- The practice cervical screening rates remained below the national minimum uptake. However, there was evidence that the practice had taken action to encourage the uptake of cervical cancer screening by patients. This was demonstrated by data which showed an increase in uptake since the last inspection.
- The practice uptake for childhood immunisations were below the national minimum uptake in all five indicators.
- The outcome of fire drills was appropriately documented, analysed and learned from.
- The competency checks for health trainers had been reviewed and clearly defined the skills to be assessed.
- The practice business continuity/major disasters plan had been reviewed and risk assessments completed to mitigate the level of risk to patients, staff and assets in the event of disruption. The plan had also been updated to include COVID-19 safe practice guidance.
- The practice had reviewed its systems for recording the investigation, outcomes, improvement and learning following the review of significant events, audits and complaints.
- Information was available to patients and their families/carers on how to escalate their complaints if required.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Evidence provided showed that action had been taken to improve management oversight and governance arrangements at the practice.

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

- Take action to improve the uptake of childhood immunisations.
- Continue to improve the uptake of cervical screening.

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)	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 who spoke with staff using video / telephone conferencing facilities.

Background to OHP - MGS Medical Practice

OHP-MGS Medical Practice is part of the provider at scale organisation Our Health Partnership (OHP). Our Health Partnership (OHP) currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. The provider has a centralised team to provide support to member practices in terms of quality, finance, workforce, business planning, contracts and general management, whilst retaining autonomy for service delivery at individual practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally. OHP-MGS Medical Practice was added as a location to the provider's Care Quality Commission (CQC) registration in October 2018.

OHP-MGS Medical Practice is the main practice and is based at 191 First Avenue, Wolverhampton, WV10 9SX. The practice has two branch sites known as Bradley Health Centre located at Wallace Road, Bradley, Wolverhampton WV14 8BW and Ruskin Road Surgery located at 30-32 Ruskin Road, Low Hill Wolverhampton WV10 8DJ.

The practice is registered with CQC to carry out the following regulated activities: Diagnostic and screening procedures, Family planning, Maternity and midwifery services, Surgical procedures and Treatment of disease, disorder or injury.

OHP-MGS Medical Practice is situated within the Black Country and West Birmingham Clinical Commissioning Group (CCG) and provides services to 7,700 patients of all ages under the terms of a General Medical Services (GMS) contract. This allows the practice to have a contract with the NHS to deliver general medical services to meet the needs of the local community. A GMS contract ensures practices provide essential services for people who are sick as well as, for example, chronic disease management and end of life care and is a nationally agreed contract.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). 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 7.7% Asian, 7.8% Black, 6.1% Mixed, 0.6% Other and 77.8% White.

The age distribution of the practice population shows a higher than average number of patients under the age of 18 (45%) compared with the national average of 38%. There are fewer patients aged between 18 and 65 (22%) than the national average (34%).

There is a team of five GPs, a GP partner, a salaried GP and three locum GPs who provide cover at the main practice and two branch sites. The practice has a team of allied professionals and nurses who provide additional clinical cover. They include, a mental health practitioner, an advanced nurse practitioner and four clinical pharmacists. There are also three practice nurses, two health care assistants, a phlebotomist and three health trainers. Clinical staff are supported by a business manager who is also a partner at the practice, an office manager, a team leader and a team of reception/administration staff. All staff work across the main and branch locations.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments are telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

The practice is part of a wider network of GP practices based in Wolverhampton. Extended access is provided locally at identified sites through the Wolverhampton North Primary Care Network where late evening and weekend appointments are available. The practice does not provide an out-of-hours service to its own patients but directs patients to out of hours services.

Additional information about the practice is available on their website:

<https://www.mgsmedicalpractice.nhs.uk>