

Moss Street Surgery

Inspection report

23 Moss Street
Chadsmoor
Cannock
WS11 6DE
Tel: 01543504477
www.mossstreetsurgery.nhs.uk

Date of inspection visit: 17 November 2022
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Moss Street Surgery on 17 November 2022. Clinical searches were undertaken on 22 November 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 20 April 2015, 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 Moss Street Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection due to the length of time the practice was previously rated. We assessed all key questions.

How we carried out the inspection

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 site visit.
- Staff feedback questionnaires.

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 had systems in place to keep people safe and safeguarded from abuse.
- Patients received care and treatment that met their needs.

Overall summary

- The practice had a system in place for managing significant events however, incidents had not always been identified as an event to improve the quality of patient care.
- There were effective systems in place to monitor patients prescribed high-risk medicines and monitoring of patients with long-term conditions.
- Staff had the information they needed to deliver safe care and treatment.
- The practice had recently obtained partial funding for renovations to the premise to enable improved accessibility for its patient population.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- A new cloud-based system had been installed in August 2020 with improved functions including call recording and additional capacity for calls.
- Staff enjoyed working at the practice and felt respected, supported, valued and encouraged to do their role.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Processes for managing some risks were not fully embedded into practice.
- Patient satisfaction in the National GP Patient Survey 2022 was higher than local and national averages across all indicators in relation to providing caring and responsive services.

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

- Review and improve recruitment procedures in accordance with regulations.
- Review and improve systems to significant events are captured to improve patient care.
- Review procedures for the oversight of monitoring vaccine fridge temperatures.
- Develop a programme of targeted quality improvement.
- Improve the documentation in response to the management of complaints.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

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

Background to Moss Street Surgery

Moss Street Surgery is located at:

23 Moss Street

Chadsmoor

Cannock

WS11 6DE

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and the treatment of disease, disorder or injury.

The practice is situated within the Staffordshire and Stoke-on-Trent Integrated Care Board

(ICB) and delivers General Medical Services (GMS). This is part of a contract held with NHS England. The practice is part of a wider network of GP practices known as Cannock North Primary Care Network (PCN) consisting of 7 local practices working at scale providing services to a population of around 42,000 patients.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth decile (4 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 97.8% White, 0.9% Asian, 0.9% Mixed and 0.2% Black.

There is a team of three GP partners, one practice nurse, one health care assistant, two practice managers in a job sharing role supported by a team of reception and administration staff and two domestic staff.

The practice is open between 8am to 6.30pm Monday to Friday. Extended hours appointments are available evening until 7pm with a GP. The practice offers a range of appointment types including book on the day, advance appointments and telephone consultations.

Patients are also able to access additional extended hours GP appointments through the Ascent Primary Care Partnership based at Cannock Hospital. These appointments can be booked in advance by directly calling the practice during usual opening hours and are available evenings and Saturday from 9am and 5pm.

Further information is available on the practice website at www.mossstreetsurgery.nhs.uk