

Parkside Medical Practice

Inspection report

Chester Road North
Brownhills
Walsall
West Midlands
WS8 7JB
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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 comprehensive inspection at Parkside Medical Practice on 3 and 16 December 2019 as part of our inspection programme.

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 have rated this practice as good overall and good for all population groups.

We found that:

- Patients received effective care and treatment that met their needs and was planned and delivered according to evidence-based guidelines.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment and worked together and with other organisations to deliver effective care and treatment.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients were highly satisfied with the service they received from the practice. They told us they could get appointments when they needed them, often the same day.

- Staff felt valued and supported in their work. There was a good working relationship between the practice and the patient participation group.
- The practice had reviewed and re-organised the way in which services were delivered to meet patients' needs. Patients could access care and treatment in a timely way.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- Staff told us that the management team were approachable and they felt valued and supported in their work.
- There was a focus on continuous learning and improvement at all levels of the organisation. For example: sharing learning from audits, significant events and complaints across the staff team.

Whilst we found no breaches in regulation, the provider should:

- Ensure that all required recruitment checks are kept on file for all staff.
- Ensure that details of who is responsible for administering medicine under a patient specific direction is recorded.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGPChief 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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a Practice Manager advisor.

Background to Parkside Medical Practice

Dr Dayanand Jay (known as Parkside Medical Practice) is registered with the Care Quality Commission (CQC) as a single-handed provider operating a GP practice in Walsall, West Midlands. The practice is part of the NHS Walsall Clinical Commissioning Group. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery and treatment of disease disorder or injury.

The practice 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 and is the commonest form of GP contract.

The practice operates from Parkside Medical Practice, Chester Road North, Brownhills, Walsall, WS8 7JB.

There are approximately 4,214 patients of various ages registered and cared for at the practice. The practice provides GP services in an area considered to be one of average deprivation within its locality. Demographically the practice is similar to the local average patient population aged under 18 years, with 25% falling into this category, compared with the CCG average of 24%, but lower than the national average of 21%. Sixteen per cent of the practice population is above 65 years which is the same as the CCG average, and slightly lower than the national average of 17%. The percentage of patients with

a long-standing health condition is 52% which is similar to the local CCG average of 52% and the national average of 51%. The practice life expectancy for patients is 78 years for males, one year below the national average and 82 years for females which is one year below the national average. National General Practice Profile describes the practice ethnicity as being 95.5% white and 4.5% from black and minority ethnic groups.

The staffing consists of:

- One male principle GP, one female salaried GP.
- One female nurse practitioner, one female practice nurse and one female health care assistant.
- A practice manager supported by five receptionists and a secretary.

The practice is open between 8am and 7pm on Mondays, 7.30am to 6.30pm on Tuesdays, 8am to 1pm on Wednesdays, and 7.45am to 6.3pm on Thursdays and Fridays. When the practice is closed patients are directed towards an alternative provider during core hours, and the out of hours provider via the NHS 111 service between 6.30pm and 8am. Patients also have access to the Extended GP Access Service between 6.30pm and 9pm on weekdays, 10am to 3pm on weekends, and 11am to 1.30pm on bank holidays.

The practice does not routinely provide an out of hours to their own patients, but patients are directed to the out of hours service, through the NHS 111 service when the practice closed.

Additional information about the practice is available on their website at www.pmpgp.co.uk