

# Burntwood Health & Wellbeing Centre

## Inspection report

High Street  
Chasetown  
Burntwood  
WS7 3XH  
Tel: 01543687440  
[www.burntwoodhealth.co.uk](http://www.burntwoodhealth.co.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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Burntwood Health & Wellbeing Centre on 19 February 2020 as part of our inspection programme. The provider had bid for the tender to run the practice and registered with CQC as a GP partnership on 1 April 2019. Prior to that the practice had been run as a walk in centre by a small group.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection was a comprehensive inspection as both the provider and type of service had changed.

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 with the exception of People Experiencing Poor Mental Health which we rated as requires improvement.**

We found that:

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

- The practice organised and delivered services to meet patients' needs. 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.

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

- Formalise the supervision of Advanced Nurse Practitioners.
- Continue to improve the identification of carers to enable this group of patients to access the care and support they need.
- Further develop the forward audit plan.
- Continue to refine the alert process for all alerts received by the practice.
- Continue to develop significant event process.
- Complete a review of all inherited staff folders.
- Identify an appropriate method to keep patients informed about any delays in appointments.
- Improve the review system for People Experiencing Poor Mental Health

**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	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)	Requires improvement	

## Our inspection team

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

## Background to Burntwood Health & Wellbeing Centre

Burntwood Health & Wellbeing Centre is located at Chasetown in Staffordshire. The surgery has good transport links and there is a pharmacy 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; minor surgery and family planning.

Burntwood Health & Wellbeing Centre is a member of the South East Seisdon and Staffordshire Peninsular Clinical Commissioning Group (CCG) and provides services to 4300 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice is also a member of the Burntwood Primary Care Network. Primary Care Networks (PCNs) are a key part of the NHS Long Term Plan, with general practices being a part of a network, usually covering 30,000-50,000 patients. The networks provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve.

The provider is a GP partnership who registered with CQC in April 2019. One male partner, one female partner and two male long term locums form the GP team. The practice employs three female and one male advanced

nurse practitioners, two female practice nurses and one female health care assistant. The clinical team are supported by a team of three managers who work across all of the providers' practices, which each hold a separate registration with CQC. The practice have an administration and receptionist team of six and employ one practice secretary.

There are higher than average number of patients under the age of 39, in common with the characteristics of the South East Staffordshire and Seisdon Peninsular area, and fewer patients aged over 45 than the national average. The employment rate is higher than the national or regional averages and the number of patients with long term conditions is lower than national or regional averages. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, 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.

The National General Practice Profile states that 98% of the practice population is from a White background with 2% of the population originating from black, mixed or other non-white ethnic groups.

Further information can be found on the practice website  
[www.burntwoodhealth.co.uk](http://www.burntwoodhealth.co.uk)