

Croft Surgery

Inspection report

Willenhall Medical Centre
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Date of inspection visit: 21/01/2020
Date of publication: 25/02/2020

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 Croft Surgery on 21 January 2020 as part of our inspection programme.

The practice had re-registered as a partnership with the Care Quality Commission in February 2019. We therefore carried out a comprehensive inspection of the service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We carried out a planned inspection to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to provide a rating for the service under the Care Act 2014.

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:

- 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:**

- Improve the investigative process when reviewing significant events.
- Improve document control.
- Record and respond to environmental and health and safety alerts.
- Consider reviewing the emergency protocol for receptionists.
- Include raise staff awareness of practice vision and values.
- Consider a forward audit plan.

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

Dr Rosie Benneworth 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)	Good 

Our inspection team

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

Background to Croft Surgery

Croft Surgery is located in Willenhall near Walsall, West Midlands. The surgery is located in a purpose modern built Private Finance Initiative (PFI) owned building which it shares with other health care providers.

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; treatment of disease, disorder or injury and family planning.

Croft Surgery is a member of NHS Walsall Clinical Commissioning Group (CCG) and provides services to 4990 patients under the terms of a general medical services (GMS) contract. This is the most common contract between general practices and NHS England for delivering services to the local community. The practice is a member of the Walsall West Two Primary Care Commissioning Group.

The provider is a partnership of two male GPs who registered with CQC in February 2018. *The practice employs four other GPs two male and two females. They*

have an advanced nurse practitioner, a practice nurse and a health care support worker. The clinical team is supported by a practice manager and a team of four reception/administrative/secretarial staff.

The practice has a slightly younger population than regional and national averages with a slightly lower number of elderly patients over the age of 85 than the regional and national average. The General Practice Profile states that 80% of the practice population is from a white background 11% from an Asian background with a further 9% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as two, 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 82 years compared to the national average of 83 years.

Information about opening hours and clinics can be found on the practice's website: