

Tudor Medical Centre

Inspection report

Tudor Medical Centre, 1 Tudor Road
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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 Tudor Medical Centre on 12 December 2018 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:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- 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:**

- Carry out a risk assessment to assess whether they needed to keep medicine to treat croup in children in stock.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief 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 CQC lead inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Tudor Medical Centre

Tudor Medical Centre is registered with the Care Quality Commission as a GP partnership to deliver the Regulated Activities; treatment of disease, disorder or injury, surgical procedures, diagnostic and screening procedures, maternity and midwifery services and family planning. The practice provides these services to approximately 17,524 patients over four practice sites located in Wolverhampton. The main practice is based at 1 Tudor Road, Wolverhampton WV10 0LT. The three branch practices are Wellington Road Surgery, Owen Road Medical Centre and Leicester Street Medical Centre. A visit was made to all the practice sites for this inspection. All the practices have recently been redecorated and modernised to improve the facilities for patients. There is good transport links to all the practices. All practice sites provide level access for patients with mobility difficulties and patients who use a wheelchair.

The practice has a higher proportion of patients between the ages of 0-18 years (47%) compared with the practice average across England of 38%. The ethnicity of patients registered at the practice are mostly white approximately 66%. The remaining 34% are identified as Asian, mixed race, black and other race. The practice is in the most deprived decile in the city. This may mean that there is an increased demand on the services provided.

The practice does not provide an out-of-hours service to its own patients but patients are directed to the out-of-hours service, Vocare via the NHS 111 service. The practice provides services to patients of all ages based on a contract with NHS England to provide General Medical Services (GMS) for patients. It provides enhanced and primary medical services to meet the needs of the local community. Services, include childhood vaccination and immunisation scheme and minor surgery. The practice provides a number of clinics for example long-term condition management including asthma, diabetes and high blood pressure. The level of income deprivation affecting children is 36%, which is higher than the National average of 20%. The level of income deprivation affecting older people is higher, 33% than the National average of 20%.

The team of clinical staff at Tudor Medical Centre is made up of four GP partners, three male and one female. The partners work a total of 27 sessions between them and two salaried GPs working 11 sessions. The practice is supported by seven locum GPs who work a total of 24 sessions across all the practice sites. Other clinical staff include a clinical pharmacist, two practice nurses one of whom was the lead nurse for the practice, two nurse practitioners, a diabetic nurse specialist, three urgent care practitioners, and two healthcare assistants working a combination of full time and part time hours. One of the

nurse practitioners and the diabetes nurse specialist were self-employed. The clinical staff are supported by a business consultant (self-employed), a practice manager, an assistant practice manager and administration and reception staff. The practice also employs three

housekeepers and a handyman. There is a total of 42 staff work at the practice either full or part time hours. The practice is a training practice for GP registrars and medical students.

Additional information about the practice is available on their website:

<http://www.tudormedicalcentre.com>