

# Quincy Rise Surgery

## Inspection report

30 Sandringham Way  
Brierley Hill  
DY5 3JR  
Tel: 01384422698  
[www.quincyrise.surgery.com](http://www.quincyrise.surgery.com)

Date of inspection visit: 02 February 2021  
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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

Inspected but not rated



# Overall summary

We carried out an unannounced focused inspection at Quincy Rise Surgery on 21 October 2020 and found breaches against Regulation 12 (Safe Care and Treatment) and Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Warning notices were issued against Regulation 12(1) Safe care and treatment, Regulation 17(1) Good governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following our inspection in October 2020, the practice wrote to us with an action plan, outlining how they would make the necessary improvements to comply with the regulations. The provider submitted additional information and evidence to us electronically to demonstrate improvements had been made to comply with the regulations.

We were mindful of the impact of COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID -19 pandemic when considering what type of follow-up inspection was necessary and proportionate. As a result, we carried out a remote assurance review of this information, which included a virtual meeting with the provider, on 2 February 2021 to confirm whether the practice had taken sufficient action to comply with the warning notices. This report only covers our findings in relation to our review of that information. The practice was not rated as a result of this review.

We found the provider had made improvements and was compliant with the Warning Notices issued at our last inspection.

## **Our key findings were:**

- Systems and processes to keep patients safe had been improved. The practice had acted to address areas of identified non-compliance.
- Staff had completed the required training for their roles. Systems were in place to manage and monitor training for staff in the practice.
- Disclosure and Barring Service (DBS) checks had been completed for all staff and recruitment checks were in accordance with the regulations.
- There was a lead for infection prevention and control. A recent audit had been completed and all staff had completed training.
- Processes to assess, monitor and manage governance and safety systems had been improved.
- The practice had undertaken a review of medicines held for dealing with medical emergencies. Risk assessments had been completed for those medicines not held on-site.
- The practice had developed systems to manage and monitor emergency equipment held within the practice and had carried out regular checks of that equipment.
- There was a formalised approach to staff meetings for practice improvements.
- Staffing had been strengthened for clinical and non-clinical staff with oversight and review as part of the leadership management.
- Clear processes had been established and set out as part of managing risk, issues and performance.

**Details of our findings and the evidence supporting our decisions are set out in the evidence table.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

This assurance review was led remotely by a Care Quality Commission (CQC) lead inspector.

## Background to Quincy Rise Surgery

Quincy Rise Surgery, 30 Sandringham Way, Quincy Rise, Brierley Hill, West Midlands, DY5 3JR is a long-established practice located in the Dudley area of the West Midlands. The provider is registered with Care Quality Commission to deliver the Regulated Activities of diagnostic & screening procedures, treatment of disease, disorder or injury, maternity and midwifery services and surgical procedures. Quincy Rise Surgery is situated within the Dudley Clinical Commissioning Group (CCG) and provides services to approximately 3,235 patients under the terms of a General Medical Services (GMS) contract. (A GMS contract is a contract between NHS England and general practices for delivering general medical services to the local community).

The practice is led by a single-handed GP who employs a salaried GP, a part time practice nurse, a part time locum practice nurse and a healthcare assistant (HCA). The clinical team are supported by a practice manager and five part time receptionists.

The practice is open between 8am and 6.30pm Monday to Friday with extended access appointments until 8pm on Monday. Home visits are available for patients who are too ill to attend the practice for appointments.

The National General Practice Profile states that 95% of the practice population is from a white ethnic background with a further 5% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact West Midlands Ambulance Service via 111.

The practice website can be viewed at: [www.quincyrisesurgery.co.uk](http://www.quincyrisesurgery.co.uk)