

Alcester Health Centre

Inspection report

Alcester Primary Care Centre
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Alcester
Warwickshire
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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 Alcester health on 20 November 2018 as part of our inspection programme. At the previous inspection on 28 January 2016 the practice was rated as good overall.

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.
- There were clearly defined systems, processes and practices in place to keep people safe and safeguarded from abuse and for identifying and mitigating risks of health and safety.
- For patients with the most complex needs GPs worked with other health and care professionals to deliver a coordinated package of care.
- Patients received effective care and treatment that met their needs, although improvement was needed to the process for monitoring patients' health in relation to the use of high risk medicines.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.

- Patients with long-term conditions had a structured annual review to check their health and medicines needs were being met. However, not all patients had been included within the scope for prediabetes checks.
- The practice provided support for vulnerable patients which included patients who had been excluded from traditional general practice and service veterans.
- There were comprehensive policies and procedures to support best practice.
- There were clear responsibilities, roles and systems of accountability to support effective governance.

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

- Review the system to ensure that all secondary care monitoring of patients taking high risk medicines is recorded on patient records.
- Develop formal record to show corroboration of the various safeguarding registers.
- Reviews of actions taken in relation to significant events and complaints should be conducted to ensure that all learning and changes made have been fully embedded.
- The scope of the pre-diabetes register should be widened so that all patients are included as recommended in best practice guidance.
- Two cycle audits should be completed to further improve quality monitoring.

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 accompanied by a GP specialist advisor.

Background to Alcester Health Centre

Alcester Health Centre provides primary medical services for patients in Alcester and the surrounding area within 25 square miles. The practice is located at Fields Park Drive, Alcester in purpose built premises which they share with another practice and a pharmacy. Alcester health Centre is a member of a federation with four other practices in Warwickshire.

The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures; surgical procedures; family planning; maternity and midwifery services; and treatment of disease, disorder or injury.

Alcester Health Centre is part of the South Warwickshire Clinical Commissioning Group (CCG) and provides services to 5,710 patients under the terms of a General Medical Services (GMS) contract. The CCG is made up of 33 general practices. The practice is also RCGP Research Ready and actively involved in the National Institute for Health Research.

The clinical team consists of four salaried GPs, one of whom is also the clinical lead and a regular locum GP. There are two male and three female GPs in total. The team includes a clinical pharmacist, two practice nurses and two health care assistants (HCAs). The clinical team is supported by the practice manager, a business manager and a team of reception and administration staff.

There are higher than average numbers of patients between the ages of 15-64, and fewer patients from birth to 15 years of age and patients over the age of 65 than the national average. The National General Practice Profile states that 3% of the practice population is from a black or minority 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. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.