

# Drs Williams, Lamb & Johal

## Inspection report

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Date of inspection visit: 13/12/2018  
Date of publication: 16/01/2019

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 Russell House Surgery on 13 December 2018 as part of our inspection programme. Drs Williams, Lamb and Johal are known as Russell House surgery locally.

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.

We found one area of innovative practice:

- One of the practice nurse had taken a proactive approach to obesity and the associated risks of developing diabetes. The practice supported patients with a specific diet, and monitored the effects carefully. All patients who tried the diet reported significant weight loss and improved wellbeing.

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

- Continue to improve the identification of carers to enable this group of patients to access the care and support they need.
- Further develop clinical audit to support quality improvement.
- Support Infection Prevention and Control work with dedicated time.
- Follow their policy for temporary staff.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

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

## Background to Drs Williams, Lamb & Johal

Drs Williams, Lamb and Johal; known locally as Russell House Surgery is located in Codsall on the outskirts of Wolverhampton. The surgery has good transport links and there is a pharmacy located nearby. Codsall is a large village with approximately 8000 residents and the practice is part of the NHS South East Staffs and Seisdon Peninsular Clinical Commissioning Group (CCG). The practice provides services to 6,549 patients under the terms of a general medical services (GMS) contract. This is the most common form of contract between general practices and NHS England for delivering services to the local community.

The practice was established in the 1970s and moved into its current premises within the 1980s. The practice is currently negotiating a move to new premises and plan to have the move completed within the next two to three years. The current building is owned by the partners and consultation and treatment rooms are all on the ground floor.

The population distribution shows that the practice has a higher percentage of patients over the age of 65 (the practice has 29% of its patients over the age of 65 compared to the national average of 17% and CCG average of 20%). The area is one of low deprivation, low unemployment and the ethnicity is predominately White British.

There are three partners and a salaried GP; two female practice nurses, one health care support worker; with a practice manager, assistant practice manager and a team of 12 administrative and reception staff at the practice.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice is open from 8am to 6.30 pm Monday to Friday, with the exception of a Wednesday when the practice closes at 1pm. The practice participates in the extended hours access scheme with other practices from the South-East Staffs and Seisdon Peninsular CCG. When the practice is closed, NHS 111 service is provided from Vocare and for emergencies patients are directed to call 999. The nearest hospital with an accident and emergency and walk in unit is the Royal Wolverhampton NHS Trust.

Further information about the practice can be found on their website: [www.russellhousesurgery.nhs.uk](http://www.russellhousesurgery.nhs.uk)