

# Bean Road Medical Practice

## Inspection report

5 Bean Road  
Dudley  
DY2 8TH  
Tel: 01384252229  
[www.beanmedicalpractice.nhs.uk](http://www.beanmedicalpractice.nhs.uk)

Date of inspection visit: 8 September 2022  
Date of publication: 12/10/2022

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 to people's needs?		Requires Improvement	
Are services well-led?		Good	

# Overall summary

We carried out an announced comprehensive inspection at Bean Road Medical Practice on 8 September 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - requires improvement

Well-led - good

## Why we carried out this inspection

This inspection was a comprehensive inspection following changes to the provider's registration and included the safe, effective, caring, responsive and well-led key questions.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

## Our findings

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 with the exception of responsive which we rated as requires improvement.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- Our review of clinical records found medicines were generally well managed, with the exception of management of an older safety alerts, which were actioned by the provider once we informed them.
- The practice continually reviewed and monitored the effectiveness of their services.
- Feedback from patients was mixed about how staff dealt with patients, however the practice had taken action to address this.
- Patients reported difficulties accessing care and treatment in a timely way. The partnership and management team were aware of these concerns and plans were in place to address this.
- Staff had the skills, knowledge and experience to carry out their roles effectively.
- The culture of the practice drove the delivery and improvement of high-quality, person-centred care. Staff worked together to help deliver improvements, in particular to improve the patient experience.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice learned from incidents, events and complaints and ensured learning was shared among the staff team.
- We found the premises were well maintained, appeared clean and tidy and had appropriate infection prevention and control arrangements in place.
- Patients mostly received effective care and treatment that met their needs. Our review of clinical records found effective systems were in place for follow up and monitoring of patients with long term conditions.

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

- Continue to strengthen processes for the reviewing of long term condition monitoring.
- Improve the uptake of childhood immunisations and cervical cancer screening.
- Continue to strengthen processes to improve patient satisfaction for caring and responsive services.
- Continue to implement and monitor the action plan to improve access for patients.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and record reviews without visiting the location.

## Background to Bean Road Medical Practice

Bean Road Medical Practice is located in Dudley at:

5 Bean Road

Dudley

West Midlands

DY2 8TH

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

The practice is situated within the Black Country and West Birmingham Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 3,800. This is part of a contract held with NHS England.

The practice is part of Dudley and Netherton Primary Care Network (PCN). A PCN is a wider network of GP practices that work together to address local priorities in patient care.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 67% White, 23% Asian, 6% Black, 4% Mixed and Other.

The practice team consist of two GP partners (male and female) two long term GP locums, a practice nurse, a locum nurse and a locum health care assistant. Non-clinical staff include a practice manager and a team of four administrative/reception staff and two administrative apprentices.

The practice is open between 8am to 6.30 pm Monday to Friday with the exception of Tuesdays when the practice is open until 8.30pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally through the primary care network, where late evening and weekend appointments are available. Out of hours services are provided by West Midlands Ambulance Service. These are available by contacting NHS 111.