

# Swanpool Medical Centre

## Inspection report


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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?

Requires improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Swanpool Medical Centre on 12 June 2019 as part of our inspection programme.

At the last inspection in August 2018 we rated the practice as requires improvement for providing safe and responsive services because:

- The provider had insufficient governance arrangements in place concerning oversight of patient groups directions (PGDs).
- Staff were not following cold-chain procedures.
- The national patient survey revealed lower than average patient satisfaction relating to access to services.

At this inspection, we found that the provider had satisfactorily addressed most areas although further improvements were required relating to patient satisfaction on access to services.

We based our judgement of the quality of care at this service is 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 for safe, effective, caring and well-led services.**

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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

**We rated this practice as requires improvement for responsive services.**

We found that:

- Although the service was working to improve access, the national patient survey revealed lower than average patient satisfaction relating to access to services in some areas.

These areas affected all population groups, so we rated all population groups as requires improvement.

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

- Explore ways to identify themes and trends from complaints.
- Continue to explore ways to improve telephone access.
- Consider if the location of the call bell at the front entrance is accessible by all patients including those with a disability.
- Continue to explore ways to improve screening uptake.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor and a second CQC inspector.

## Background to Swanpool Medical Centre

Swanpool Medical centre is situated in Tipton, Birmingham, within a purpose-built health centre. The practice population is approximately 8800 patients with a higher number of patients under 65 years of age compared to the national average. Approximately 12% of the practice population identify as Black, Minority, Ethnic (BME).

The level of deprivation in the area according to the deprivation decile is one out of ten (The Index of Multiple Deprivation 2015 is the official measure of relative deprivation for small areas (or neighbourhoods) in England. The Index of Multiple Deprivation ranks areas in England from one (most deprived area) to ten (least deprived area). For more information on the practice please visit their website at: [www.swanpoolmedicalcentre.co.uk](http://www.swanpoolmedicalcentre.co.uk)

Swanpool Medical Centre is led by a single-handed GP (male) and has five sessional GPs (three male and two female) and two practice nurses (both female). The practice manager is supported by an IT manager, administration and reception staff.

The practice's opening hours are Monday to Friday 8am until 6.30pm. Appointments are available throughout the day from 8.30am until 5.50pm. The practice's out of hours service is provided by Primecare. Telephone lines are automatically diverted to Primecare when the practice is closed.

The practice is a member of the Sandwell Health Alliance federation that offer extended hours at local hub centres, each weekday until 8pm. Saturday appointments were available from 9am to 1pm and Sunday 9am to 11am.

The practice provides NHS primary health care services for patients registered with the practice and holds a General Medical Service (GMS) contract with the local Clinical Commissioning Group (CCG).

Swanpool Medical Centre is registered with CQC to provide five regulated activities associated with primary medical services, which are; treatment of disease, disorder and injury, family planning, maternity and midwifery, diagnostic and screening procedures and surgical procedures.