

Dorridge Surgery

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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dorridge Surgery on 26 March 2019 as part of our inspection programme. The practice was previously inspected in May 2016 and rated good.

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 feedback we received from the care home was very positive about the practice.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- The practice had a focus on learning and improvement.

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

- The practice looked after patients at two mental health rehabilitation units. In total they looked after 30 patients. One of the units was a secure unit where patients with treatment resistance were stepped down from the acute ward or prison mental health. Some of the patients were under the Ministry of Justice's jurisdiction for serious violent crime. The other unit was for patients with Schizophrenia who needed a lot of support.

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

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. The team included a GP specialist adviser.

Background to Dorridge Surgery

Dorridge Surgery is located in the Dorridge area of Solihull and provides general medical services to patients. The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Dorridge Surgery has a list size of 11,216 patients. The practice has low levels of deprivation. The area was rated ten for levels of deprivation with ten being the lowest and one being the highest.

The practice has four GP partners and three salaried GPs (a mixture of male and female offering patients their

preferred choice). The practice has three practice nurses and a healthcare assistant. The clinical team are supported by a practice manager and a team of reception and administrative staff.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice does not provide out of hours services. Patients are advised to contact 111 for urgent GP access outside of normal GP working hours. When patients dial 111 they get advice from the Out of Hours service which is commissioned by the Clinical Commissioning Group (CCG).