

OHP-Much Wenlock and Cressage Medical Practice

Inspection report

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Date of inspection visit: 25 November 2019
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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 OHP-Much Wenlock and Cressage Medical Practice on 25 November 2019 as part of our inspection programme.

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 performed higher than average for patient satisfaction relating to having confidence and trust in the healthcare professional they saw or spoke to. The practice also scored above average for patient satisfaction with regards to healthcare professional being good at listening to them, treating them with care and concern and responded positively to the overall experience of their GP practice.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice was a teaching practice, with strong emphasis on continuous professional development and staff well-being.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor, a Pharmacist Specialist Advisor and a practice manager advisor.

Background to OHP-Much Wenlock and Cressage Medical Practice

OHP-Much Wenlock and Cressage Medical Practice is part of the provider at scale organisation Our Health Partnership (OHP).

Our Health Partnership (OHP) currently consists of 52 across the West Midlands and Shropshire. The provider has a centralised team to provide support to member practices in terms of quality, finance, workforce, business planning, contracts and general management, whilst retaining autonomy for service delivery at individual practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally.

OHP added OHP- Much Wenlock and Cressage Medical Practice as a location to their registration in September 2017.

The practice has a registered patient list size of 8,214 patients.

The practice is part of Shropshire NHS Clinical Commissioning Group (CCG).

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract ensures practices provide essential services for people with health issues including chronic disease management and end of life care.

Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The percentage of the practice population with a long-standing health condition is 54.9%, which is in line with local and national average.

The percentage of patients who are over 65 years of age is higher than CCG and national average.

The population covered is predominantly white British.

The practice staffing comprises:

- Four GP partners
- Three Salaried partners
- Three Nurses (One ANP, One Nurse Prescriber)
- Two Health Care Assistants
- Three Dispensary Staff
- 15 admin staff (including managers)

- One Community Care Co-ordinator

www.muchwenlockandcressagemp.co.uk

Additional information about the practice is available on their website: