

Croft Surgery

Inspection report

Willenhall Medical Centre
Gomer Street
Willenhall
WV13 2DR
Tel: 01902600900
www.willenhallmedicalcentre.nhs.uk

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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 responsive to people's needs?	Good	

Overall summary

We undertook a targeted assessment of the responsive key question at Croft Surgery. The rating for the responsive key question is Good. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain Good.

Safe – not inspected, rating of Good carried forward from previous inspection

Effective - not inspected, rating of Good carried forward from previous inspection

Caring - not inspected, rating of Good carried forward from previous inspection

Responsive - Good

Well-led - not inspected, rating of Good carried forward from previous inspection

The full reports for previous inspections can be found by selecting the 'all reports' link for Croft Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a targeted assessment of the key question of responsive.

How we carried out the inspection/review

This inspection was carried remotely. This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider

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 found that:

- Patients were satisfied with the telephone access to appointments offered by the practice. This was reflected in the National GP survey.
- The practice understood the needs of its local population.
- Patients could access care and treatment in a timely way and the provider had implemented systems and processes as a result of patient feedback.

Overall summary

- The practice dealt with complaints in a timely manner and learned from them.

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

- Continue to monitor and audit patient feedback and identify ways to improve phone access and appointment availability.

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 Health Care

Our inspection team

Two inspectors spoke with staff using video conferencing facilities.

Background to Croft Surgery

Croft Surgery is located in Willenhall near Walsall, West Midlands. The surgery is located in a purpose modern built Private Finance Initiative (PFI) owned building which it shares with other health care providers.

The surgery has good transport links and there is a pharmacy located nearby.

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

Croft Surgery is a member of the Black Country Integrated Care Board (ICB) and provides services to 4990 patients under the terms of a general medical services (GMS) contract. This is the most common contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of two GPs who registered with CQC in February 2018. The practice employs four other GPs.

They have an advanced nurse practitioner, a practice nurse and a health care support worker. The clinical team is supported by a practice manager and a team of five reception/administrative/secretarial staff. The practice has a slightly younger population than regional and national averages with a slightly lower number of elderly patients over the age of 85 than the regional and national average.

The General Practice Profile states that 80% of the practice population is from a white background 11% from an Asian background with a further 9% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years. Information about opening hours and clinics can be found on the practice's website:

The practice is open between 8am to 6.30pm Monday/Tuesday/Friday, 7.30am-6.30pm on Wednesday and 7am to 6.30pm on Thursdays. The practice offers a range of appointment types including book on the day, telephone consultations and prebooked appointments.

Extended access is provided locally by the Primary Care Network (PCN) where late evening and weekend appointments are available. Out of hours services are provided between 6.30pm to 9pm Monday to Friday and 9am to 5pm at weekends.