

# Chaddesley Surgery

## Inspection report

The Surgery  
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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?

Outstanding 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Chaddesley Surgery on 11 March 2019 as part of our inspection programme. The practice was previously inspected in December 2014 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 rated the practice as outstanding for providing caring services:

We received 77 comment cards from the CQC which were all very positive about the practice.

The results from the national patient survey were all well above the CCG and national average. The practice was ranked 3rd out of 65 practice in Worcestershire for the percentage of people who had a good experience making their last appointment and 2nd place for the percentage of people who were happy with the appointment times available. Overall they were ranked 9th out 65 practices in Worcestershire.

The practice dedicated their own time to running the dementia café and supporting patients and carers.

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.

We found one area of outstanding practice:

- The practice was actively involved with the Dementia café in Chaddesley Corbett and volunteered their time to this.

However, there was also an area of practice where the provider needs to make improvements.

The provider should:

- Record the learning from near misses in the dispensary to ensure it is embedded.

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

## Our inspection team

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

## Background to Chaddesley Surgery

Chaddesley Surgery is located in Chaddesley Corbett in Worcestershire 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.

Chaddesley Surgery has a list size of 3,500 patients. The practice had an average number of older people and below average number of younger people aged between 15-44 years. The practice does not have high levels of deprivation. The area was rated seven for levels of deprivation with ten being the lowest and one being the highest.

Chaddesley Surgery is a dispensing practice with a dispensary located in the building. We inspected the dispensary during our visit.

The practice has three partners and a salaried GP (a mixture of male and female offering patients their preferred choice). The practice has three practice nurses and three dispensers. 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 CCG.