

Elbury Moor Medical Centre

Inspection report

Fairfield Close
Worcester
Worcestershire
WR4 9TX
Tel: 01905723441
www.elburymoor.co.uk

Date of inspection visit: 17 Oct 2019
Date of publication: 06/12/2019

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

Requires improvement 

Are services effective?

Requires improvement 

Are services well-led?

Requires improvement 

Overall summary

We carried out an inspection of this service on 17 October 2019 following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective and Well-led.

In view of the assurance received from our review of information, we carried forward the ratings for the following key questions: Safe, Caring and Responsive.

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 requires improvement overall and good for all population groups with the exception of families, children and young people and working age people (including those recently retired and students).

We rated the practice as requires improvement for providing effective and well-led services because:

We found that:

- The practice's uptake of the childhood immunisations rates was below the national averages for all of the four immunisations measured.
- The practice's uptake of the national screening programme for cervical cancer was below the local and the national averages.
- Data showed higher than average quality and outcomes framework (QOF) exception reporting and inconsistencies in the practice processes.

- Risks to patients were assessed and well managed.
- Staff had the skills, knowledge and experience to deliver effective care and treatment.
- There was a clear leadership structure and staff felt supported by the management.
- Leaders did not always have a clear picture of performance and systems of review and audit had not been effectively implemented.
- The practice had demonstrated good governance in most areas, however, they were required to make further improvements.
- The practice had already identified and taken steps to address many of the issues raised during our inspection but as actions had been recent and they were unable to demonstrate the impact or effectiveness.

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

- Continue to work on reducing the prescribing of hypnotics and antibiotics.
- Continue work to increase the uptake for cervical, breast and bowel screening.
- Continue with actions to increase the uptake for immunisations.
- Continue to take actions to improve performance and ensure patients receive care and treatment that meets their needs.
- Continue to take steps to increase an audit programme of quality improvement.

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	Requires improvement	
Working age people (including those recently retired and students)	Requires improvement	
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 advisor.

Background to Elbury Moor Medical Centre

Elbury Moor Medical Centre is located in South Worcestershire. The practice has good transport links and is situated in a purpose built premises which also accommodates a pharmacy.

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 surgical procedures.

Elbury Moor Medical Centre is a member of the South Worcestershire Clinical Commissioning Group (CCG) and provides services to patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. At the time of our inspection there were approximately 12,104 patients registered at the practice.

Parking is available on-site and a chaperone service is available for patients who request the service. This is advertised throughout the practice.

The practice has six GP partners (5 female and 1 male), one salaried GP (female), one temporary GP (female) and one GP retainer (male), a clinical pharmacist, two advanced nurse practitioners, two practice nurses, three

health care assistants, one pharmacy technician and a phlebotomist. The clinical team is supported by a business manager, a practice manager, a team of administrative, reception supervisors and reception staff.

There are higher than average number of patients between the ages of 15-44. The National General Practice Profile states that 94% of the practice population is from a white ethnic background with a further 6% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open between 8am and 6.30pm Monday to Friday with extended hours on Monday 8am until 8pm and Tuesdays 7am until 6.30pm. Home visits are available for patients who are too ill to attend the practice for appointments.

The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact Care UK via NHS 111.

The practice website can be viewed at:
www.elburymoor.co.uk