

Quarry Bank Medical Centre

Inspection report

165 High Street
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Brierley Hill
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www.quarrybankmedicalcentre.co.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 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 Quarry Bank Medical Centre on 27 June 2019. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

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.
- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse.
- The practice worked proactively with other organisations to ensure patients had access to a range of services to support their health and wellbeing.

- 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.
- Patient feedback through comment cards, reviews on NHS Choices and patient consultations on the day of the inspection were positive about the caring nature of the practice.
- The practice had proactively identified and supported 165 carers, approximately 4% of the practice population. Patients identified as carers were eligible for a number of services such as flu vaccinations, and referrals for further support.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

The areas where the provider **should** make improvements are:

- Review the stock of emergency medicines to ensure they are appropriate to cover potential emergency situations.

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 advisor and a second inspector.

Background to Quarry Bank Medical Centre

Quarry Bank Medical Centre is a long established practice located in the area of Brierley Hill, in the West Midlands. The practice is situated on the high street and the provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

Quarry Bank Medical Centre is situated within the Dudley City Clinical Commissioning Group (CCG) and provides services to 4246 patients across both sites under the terms of a personal medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

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

The practice is a single-handed female GP. The clinical team includes one salaried GP (female) and a long-term locum (male), a locum advanced nurse practitioner (ANP), a practice pharmacist, one practice nurse, and one health care assistant. The clinical team are supported by a practice manager and a team of administrative and reception staff. The practice is also an approved training practice for trainee GPs.

There are higher than average number of patients under the age of 18. The National General Practice Profile states that 91% of the practice population is from a white background with a further 9% 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 four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years and in line with national averages. Female life expectancy is 82 years compared to the national average of 83 years.

The practice is open between 8am and 6.30pm during weekdays. Extended hours is offered on Tuesdays at 7.30am and on Thursdays until 8pm. 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 Malling Health via 111.

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