

Kidderminster Medical Centre

Inspection report

Coventry Street
Kidderminster
DY10 2BG
Tel: 01562546740
<WWW.XXXXXXXXXXXXXXXXXX>

Date of inspection visit: 11/10/2019
Date of publication: 29/11/2019

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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Kidderminster Medical Centre on 11 October 2019 as part of our inspection programme. The practice had not been rated since it had joined The Wyre Forest Health Partnership. The Wyre Forest Health Partnership consists of six sites including Kidderminster Medical Centre.

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 each of the population groups. We rated the practice as requires improvement in responsive as the national patient survey data is below the CCG and national average.

- 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 had identified 4% of their patients as carers. The practice supported carers by signposting to relevant organisations and all carers received their flu vaccines.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- The Patient Participation Group were positive about their relationship with the practice. They told us they felt supported, appreciated and valued.

- The practice had a focus on learning and improvement. We could see learning from significant events and complaints which was embedded across the organisation.

- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Take action to ensure all Patient Group Directives are signed.

- Review uptake of cervical screening and childhood immunisations.

- Review their storage for emergency medicines to include an expiry date and to reset the fridge thermometer after each reading to ensure fridge temperatures do not go out of range.

- Continue to review and act upon patient feedback to improve experiences for patients.

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 adviser and an inspection manager.

Background to Kidderminster Medical Centre

Kidderminster Medical Centre is situated in Kidderminster town centre. The practice has a list size of 13,446 patients. Two practices have joined together to form the new Kidderminster Medical Centre and this is part of the Wyre Forest Health Partnership. There are 6 practices within the partnership which form their own primary care network.

The practice is a training practice. Fully qualified doctors who want to enter into general practice spend 12 months working at the practice to gain the experience they need to become a GP. At the time of our inspection the practice had two registrars.

The practice has six GPs (a mixture of male and female offering patients their preferred choice). The practice has eight nurses, four healthcare assistants (HCAs) and a pharmacist. The clinical team are supported by a site manager, a practice administrator and a team of reception and administrative staff. The whole team are supported by the Wyre Forest Health Partnership Board.

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.

The area was rated four out of ten for levels of deprivation with ten being the least deprived and one being the most deprived.

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. The practice provided extended access to patients until 8.30 pm Monday to Thursday and two weekends per month.