

# Clay Lane Medical Practice

## Inspection report

Clay Lane Health Centre  
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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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced responsive inspection at Clay Lane Medical Practice on 24 January 2020. The practice was formed when two practices joined together in 2018 and had not been previously inspected as it was newly registered with CQC.

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 except for families, children and young people and working age people (including those recently retired and students) which has been rated as requires improvement. This is due to a lower than average uptake for children's vaccinations and cervical screening.**

We found that:

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Measures taken to improve the practice's uptake of the national screening programme for cervical cancer and childhood immunisations to date had not been effective. As a result, the practice's rate for uptake was significantly below the national target.
- Urgent same day patient appointments were available when needed. All patients we spoke with and those who completed comment cards before our inspection said they were always able to obtain same day appointments and access care when needed.

- Patients' needs were assessed and care delivered in line with current guidelines. Staff had the appropriate skills, knowledge and experience to deliver effective care and treatment, however some areas of exception reporting were high.
- Results from the national GP patient survey revealed that patient satisfaction about the care given at the practice was in-line with or above local and national averages. For example, 83.5% of patients who responded said that the last time they had a general practice appointment, the healthcare professional was good or very good at treating them with care and concern and 90.4% had confidence and trust in the healthcare professional they saw or spoke to.
- Patients said GPs gave them enough time and treated them with dignity and respect.

However there were areas of practice where the provider should make improvements:

- The practice should continue to follow the action plan already in place to improve take-up for children's vaccinations and cervical screening in order to see improvement continue.
- The practice should continue action already in progress to continue to reduce exception reporting to ensure patients receive care that meets their needs.

**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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

## Background to Clay Lane Medical Practice

Clay Lane Medical Practice is located in the Ball Hill district of Coventry. The practice was formed in 2018 by the merger of two practices located in the same building – Clay Lane Health Centre and Morris Avenue Surgery. One other practice still shares the same building, which also houses a kidney dialysis unit managed by University Hospital Coventry and Warwickshire. 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.

The practice is situated within the Coventry and Rugby Clinical Commissioning Group (CCG) and provides services to 7987 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.

The provider is a partnership with two partner GPs (male), three permanently employed locum GP (1 male and two

female), one advanced nurse practitioner, one nurse prescriber, two practice nurses and a health care assistant. A clinical pharmacist is also based at the practice. They are supported by a practice manager and administrative staff.

There are slightly higher than average number of patients of working age.

The National General Practice Profile states that 75% of the practice population has a white ethnicity, with 18% from a mixed race or Asian background with a further 7% 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 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 77 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.