

Stirchley Medical Practice

Inspection report

The Health Centre
Sandino Road, Stirchley
Telford
TF3 1FB
Tel: 01952660444

Date of inspection visit: 07 December 2021
Date of publication: 31/12/2021

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 responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Stirchley Medical Practice on 7 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Stirchley Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

Interviews were carried out with the managing partner, a GP partner and reception staff.

We found that:

- Patients with most urgent needs had their care and treatment prioritised.
- People were able to access appointments in a timely way.
- The practice offered a range of appointment types.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and make improvements.
- The practice data showed a 300% increase in call volumes within the last year

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

Our inspection team

The inspection was led by a CQC lead inspector, supported by a second inspector who spoke with staff during the site visit.

Background to Stirchley Medical Practice

Stirchley Medical Practice is located in Telford, Shropshire at:

The Health Centre

Sandino Road

Stirchley

Telford

Shropshire

TF3 1FB

The practice has a branch surgery at:

The Medical Centre

Maythorne Close

Sutton Hill

Telford

Shropshire

TF7 4DH

The practice opening times are Monday to Friday 8.30am to 6pm. Extended access is provided on Wednesday evening between 6.30pm and 8pm and on Saturday mornings between 8am and 2pm. Out of hours services are provided by Shropshire Doctors Co-operative Ltd (Shropdoc). The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

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.

The practice is situated within the NHS Shropshire, Telford & Wrekin Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS). This is part of a contract held with NHS England. At the time of our inspection the practice had 24,459 registered patients an increase of approximately 10,000 patients since June 2019, following the merger of Stirchley Medical Practice and Sutton Hill Medical Practice.

The practice is part of the South East Telford Primary Care Network (PCN) a wider network of three GP practices working together to focus local patient care.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 93% White, 3% Asian, 2% Black and 2% Mixed.

The age distribution of the practice population closely mirrors the local and national averages. The number of male patients registered at the practice is comparable to the number of female patients registered.

There is a team of 15 GPs. The practice has two whole time equivalent (WTE) advanced nurse practitioners, 2.3 WTE urgent care practitioners, 6.7 WTE practice nurses (including nurse prescribers), 3.2 WTE health care assistants and one pharmacist. The GPs are supported at the practice by a team of 24.9 WTE reception/administration staff.

GP appointments were a mixture of telephone consultations and face-to-face an appointment, according to patients' needs.