

Swanpool Medical Centre

Inspection report

St Marks Road
Tipton
DY4 0SZ
Tel: 01215572581

Date of inspection visit: 6 April 2022
Date of publication: 17/05/2022

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 to people's needs?

Requires Improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Swanpool Medical Centre on 6 April 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires Improvement

Well-led - Good

Why we carried out this inspection.

At the previous inspection in May 2021 we rated the practice as requires improvement overall. This was a full comprehensive inspection due to changes to the registration of the provider.

- The safe, effective, caring, responsive and well-led key questions

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

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.

Overall summary

We have rated this practice as Good overall with the exception of responsive which we rated as requires improvement.

We found that:

- 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.
- The practice organised and delivered services to meet patients' needs.
- The practice continually reviewed and monitored the effectiveness of their services.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic, however some patients reported difficulties in accessing care and treatment in a timely way.
- Staff had the skills, knowledge and experience to carry out their roles effectively.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to increase the uptake for immunisations.
- Continue to increase the uptake for cervical screening.
- Continue to monitor staffing levels at the practice and take action to improve as appropriate.
- Continue to develop engagement with patients to notify them of actions taken to address access concerns.

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

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Swanpool Medical Centre

Swanpool Medical Centre is located at:

St Marks Road

Tipton

West Midlands

DY4 0UB

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, surgical procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

Swanpool Medical Centre is located at:

St Marks Road

Tipton

West Midlands

DY4 0UB

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, surgical procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

Swanpool Medical Centre is situated within the Sandwell and West Birmingham Clinical Commissioning Group (CCG) and provides services to 8,498 patients under the terms of a General Medical Services contract (GMS). This is a contract between general practices and NHS England for delivering services to the local community. The principal GP, Dr Devanna Manivasagam is registered with CQC as a GP partnership. Dr Devanna Manivasagam is also the principal GP of three other GP practices. These include Clifton Medical Centre, Bean Road Medical Centre and Stone Cross Medical Centre.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one 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 88% white, with a further 12% from Black, Asian, mixed or other non-white ethnic groups.

Practice staffing consists of three GP partners (one male and two female) two part time salaried GP's, three GP locums, two practice nurses, a clinical pharmacist and several administration staff. The practice is part of a wider network of GP practices. The leadership team consists of the provider, executive manager and assistant practice manager.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, GP appointments were both telephone consultations and face to face.

Out of hours services are provided by West Midlands Ambulance Service. These are available by contacting NHS 111.