

Alcester Health Centre

Inspection report

Alcester Primary Care Centre
Fields Park Drive
Alcester
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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 responsive to people's needs?

Good



Overall summary

We carried out an announced assessment of Alcester Health Centre on Friday 15 December 2023.

This was a targeted review of responsive services. The practice was previously inspected in January 2019 and had previously been rated good overall and good in safe, effective, caring, responsive and well led. Any previous ratings for the overall rating, safe, effective, caring and well-led will be unchanged following this review.

Rating at this assessment:

Responsive – Good.

How we carried out the assessment

This assessment was carried out virtually, through an online meeting and review of documents.

This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A virtual meeting with the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the assessment,
- 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 for responsive services.

We found that:

- Patients could access care and treatment in a timely way.
- The practice had an appropriate phone system and was monitoring capacity and demand.
- The practice had access via online forms.
- There was clinical triage of patient requests for appointments and ongoing treatment in place which was being monitored.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Healthcare

Our inspection team

The assessment was carried out by a CQC lead inspector who spoke with staff using video conferencing and reviewed documents remotely.

Background to Alcester Health Centre

Alcester Health Centre provides primary medical services for patients in Alcester and the surrounding area. The practice is located at Fields Park Drive, Alcester in a purpose-built premises which it shares with another practice and a pharmacy.

The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures; surgical procedures; family planning; maternity and midwifery services; and treatment of disease, disorder or injury. Alcester Health Centre provides services to 5,640 patients under the terms of a General Medical Services (GMS) contract.

The clinical team consists of 4 salaried GPs, one of whom is also the clinical lead and a regular locum GP. The team includes 2 advanced nurse practitioners, 1 practice nurse and 2 health care assistants (HCAs). The clinical team is supported by the practice manager, a business manager and a team of reception and administration staff.

The National General Practice Profile states that 96% of the practice population is white and 4% from black, Asian or other minority ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as 8, on a scale of 1 to 10. Level 1 represents the highest levels of deprivation and level 10 the lowest.