

Black Country Family Practice

Inspection report

Neptune Health Park
Sedgley Road West
Tipton
West Midlands
DY4 8PX
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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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Black Country Family Practice on 16 July 2019 as part of our inspection programme.

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 Requires Improvement overall and Requires Improvement for all population groups.

We rated the practice as **Requires Improvement** for providing Effective and Responsive services and Requires improvement for all population groups because:

- Published data relating to the practice's performance demonstrated that the practice did not always provide the care and treatment that patients needed. For example, for patients with diabetes, patients with cancer and patients experiencing poor mental health (including people with dementia).
- The practice was aware that patient satisfaction relating to access to care and treatment was significantly lower than local and national averages in some areas. The practice was taking steps to address this and had conducted their own patient satisfaction survey. They provided data to show patient satisfaction had improved however patients were still finding it difficult to make an appointment and the practice could not demonstrate that patient satisfaction had improved significantly.

We rated the practice as Good for providing Safe, Caring, and well-led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- All staff understood and fulfilled their responsibilities to raise concerns and report incidents. The provider took all opportunities to learn from internal and external incidents.
- From patient feedback we received during the inspection and data the practice gave us we saw that patients felt they were treated with kindness and respect and felt involved in decisions about their care.
- The way the practice was led and managed promoted the delivery of person-centre care. The provider had clear vision and values that centred on providing patient centred sustainable care.

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

- Review their system for maintaining an accurate audit trail of prescription stationery.
- Continue to review patient satisfaction with regards to telephone and appointment access to further improve services.
- Continue with efforts to improve performance across areas such as cancer screening and management, management of patients with diabetes and patients experiencing low mental health.

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	Requires improvement 
People with long-term conditions	Requires improvement 
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	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC inspector. The team included a GP specialist advisor, and a practice nurse specialist advisor.

Background to Black Country Family Practice

Black Country Family Practice is located at Neptune Health Park, Sedgley Road West, Tipton, West Midlands, DY4 8PX. The health centre has a large car park.

The premises are purpose built and owned by NHS property services and shared with the local hospital trust that provide phlebotomy and x-ray services on site.

The provider (Modality Partnership) registered this practice with CQC in 2017 and is registered to deliver the following Regulated Activities: diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, surgical procedures and family planning.

The practice is part of the Modality Partnership, an organisation operating across Sandwell, Birmingham, Walsall, Wokingham, Hull, Airedale, Wharfedale and Craven, Lewisham and East Surrey, providing NHS services to more than 410,000 patients. The partnership holds a corporate based organisational structure consisting of a national board, an executive divisional board, operational and clinical management groups, as well as management leads within these divisions.

The practice staff included five GPs, these included three male partners and two salaried GPs (one male and one female), five practice nurses, three advanced nurse practitioners, two health care assistants and three physicians associates. The practice had two practice managers. The practice managers and clinical staff were supported by a team of non-clinical staff with administrative and reception duties.

The practice is situated within the Sandwell and West Birmingham Clinical Commissioning Group (CCG) and provides services to approximately 14,000 patients.

The National General Practice Profile states that 17% of the practice population is from a black and minority ethnic background. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice offers training and teaching facilities, which means trainee GP registrars are able to undertake part of their training at the practice.

Appointment times are set out in the evidence tables. The practice offers extended access appointments through a nearby practice Portway Lifestyle in Oldbury Monday to Friday 6.30pm to 8pm and Saturday/Sunday 8am-12.30pm. When the practice is closed patients are advised to contact NHS 111 or the out of hours service which is provided by Malling Health.