

Dr Andrew Thornett (known as Blackwood Health Centre)

Inspection report

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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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Andrew Thornett (known as Blackwood Health Centre) on 5 February 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 good overall and good for all population groups except people with long term conditions, which was rated 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice had reviewed the working arrangements for the GPs. This enabled the principle GP to undertake home visits during the afternoon, as well as any telephone calls and review of any correspondence and results.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We rated the practice as **requires improvement** for people with long-term conditions because:

- The practice performance in relation to patients who had an asthma review remained the same at this point when compared to previous year.

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

- Record the serial numbers of prescriptions on receipt to and distribution around the practice.
- Organise and carry out regular fire drills.
- Develop a significant incident policy and procedure.
- Record the full immunisation status for all staff.
- Implement the requirements of the Assessable Information Standard.
- Ensure all staff are aware of the location of and the contents of the business continuity plan.
- Act on the recommendations made in the infection control audit.
- Follow their own complaints policy.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Requires improvement	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
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 advisor and a practice manager advisor.

Background to Dr Andrew Thornett

Dr Andrew Thornett (known as Blackwood Health Centre) is registered with the Care Quality Commission (CQC) as a single handed provider operating a GP practice in Streetly, near Sutton Coldfield, West Midlands. The practice is part of the NHS Walsall Clinical Commissioning Group (CCG). The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning services, surgical procedures and treatment of disease disorder or injury.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract. The practice is a training practice for doctors to gain experience and higher qualifications in General Practice.



The practice operates from Blackwood Health Centre, Blackwood Road, Streetly, Sutton Coldfield, West Midlands, B74 3PL.

There are approximately 3,657 patients of various ages registered and cared for at the practice. The practice provides GP services in an area considered as one of the least deprived within its locality. Demographically the practice has a lower than average patient population aged under 18 years, with 20% falling into this category,

compared with the CCG average of 24% and England average of 21%. Twenty-six per cent of the practice population is above 65 years which is considerably higher than the CCG average of 16% and the national average of 17%. The percentage of patients with a long-standing health condition is 59% which is above the local CCG average of 52% and the national average of 51%. The practice population has a life expectancy of 82 years for males and 86 years for females which is above the national average.

The practice has one male principle GP, one female practice nurse, one female health care assistant (on maternity leave), one female locum health care assistant, a practice manager, assistant manager and two reception / administration staff.

The practice is open between 9am and 12 pm and 2pm and 6.30pm on Monday to Wednesday and on Friday, and from 9am to 1pm on Thursday. The telephone lines are answered between 9am and 6.30pm every day except Thursday when the lines close at 1pm. When the practice is closed patients are directed toward the out of hours provider via the NHS 111 service. Patients also have access to the Extended GP Access Service between 6.30pm and 9pm on weekdays, 10am to 3pm on weekends, and 11am to 1.30pm on bank holidays.



The practice offers a range of services, for example: management of long-term conditions, child development checks and childhood immunisations. Additional information about the practice is available on their website at www.blackwoodhealthcentre.org.uk