

Coseley Medical Centre

Inspection report

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Coseley
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Date of inspection visit: 22 Aug 2018 to 22 Aug 2018
Date of publication: 20/09/2018

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?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Coseley Medical Centre on 30 August 2017. The overall rating for the practice was good. The full comprehensive report on the August 2017 inspection can be found by selecting the 'all reports' link for Coseley Medical Centre on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 22 August 2018 to confirm that the practice had made improvements that we identified in our previous inspection on 30 August 2017. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

Overall the practice remains rated as good.

Our key findings were as follows:

- The practice had installed a new telephone system in May 2018.
- The practice monitored the performance of telephone response times and had increased the number of call receivers.
- The practice had increased its carers' register from 99 in August 2017 to 194 in August 2018 (3% of the practice population).

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Continue to improve the patient experience in relation to access.

At our previous inspection on 30 August 2017, we rated the practice as requires improvement for providing responsive services as the latest results from the national GP patient survey published in July 2016 at the time) highlighted low satisfaction with regards to access. At this inspection we found that the practice had taken steps to improve the telephone access. This has been a recent change and although the actions taken were positive, evidence to show improvement in patient satisfaction was not available. Consequently, the practice is still rated as requires improvement for providing responsive services.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Our inspection team

The inspection was led by a CQC Inspector.

Background to Coseley Medical Centre

Coseley Medical Centre is a long-established practice located in Coseley, West Midlands. There are approximately 6,721 patients of various ages registered at the practice. Services to patients are provided under a General Medical Services (GMS) contract with NHS England. The practice expanded its contracted obligations to provide enhanced services to patients. An enhanced service is above the contractual requirement of the practice and is commissioned to improve the range of services available to patients.

The clinical team includes three male GP partners, an advanced nurse practitioner, three practice nurses and a health care assistant. The GP partners and the practice manager form the management team and they are supported by a team of 11 support staff who cover reception, secretarial and administration roles.

The practice is open for appointments between 8am and 6.30pm during weekdays. Appointments with the GPs are

available from 9am to 11:30am and then from 4.30pm until 6.30pm. There is a GP on call between 8am and 9am and also between 11:30am and 4:30pm. Patients can also access appointments on Saturdays between 9am and midday and on Sundays between 9am and 11am at this practice or at one of four other practices within the locality through the seven day opening service which operates on a rotational basis. Patients can access evening appointments at the practice between 6.30pm and 8pm for a one week period every four weeks. The practice has arrangements to ensure patients could access care during the out-of-hours period.

The services are provided from a single location; Coseley Medical Centre, 32-34 Avenue Road, Coseley, West Midlands, WV14 9DJ. We did not visit the practice as part of the inspection but carried out a telephone meeting and requested information be sent electronically.

Are services responsive to people's needs?

At our previous inspection on 30 August 2017, we rated the practice as requires improvement for providing responsive services as the patient feedback on access, and most notably telephone access, needed improving.

Although positive actions had been taken when we undertook a follow up inspection on 22 August 2018, there was no evidence that patient satisfaction rates had improved. The practice remains rated as requires improvement for providing responsive services.

Timely access to the service

The provider had some made improvements within the last 12 months:

- A new telephone system installed in May 2018 enabled more staff to receive calls to support during peak times. The previous system had restricted the practice to two telephone lines. The system provided a dashboard to allow staff to manage the incoming calls and the practice had started to monitor the effectiveness of call responses. The new system used automation to stream calls through to the correct individuals; for example, patients could select an option to request repeat prescriptions and test results.

- The new system allowed the practice to promote national campaigns; for example; flu vaccinations and NHS health checks.
- The new system recorded calls and these recordings had been used to review complaints.
- The practice had promoted the online services to relieve pressure on the telephone system. A total of 30% of the patient list had registered to use the online services.

Due to the recent implementation of the telephone system, there was no evidence to show that patient satisfaction rates had improved. In the most recently published GP patient survey results:

- 36% of respondents said they found it easy to get through to the practice by telephone. The local clinical commissioning group (CCG) average was 64% and the national average 70%.
- 46% of respondents described their experience of making an appointment as good. The local clinical commissioning group (CCG) average was 64% and the national average 69%.

There was a total of 319 surveys sent out and 99 surveys sent back giving a completion rate of 31%, 1.5% of the practice population. However, the surveys were mailed out in January 2018 before the practice had implemented the new telephone system.