

Grove Medical Centre

Inspection report

175 Steelhouse Lane
Wolverhampton
West Midlands
WV2 2AU
Tel: 01902455771
<https://healthandbeyond.healthcare/>

Date of inspection visit: 17 & 19 December 2019 and
5 February 2020
Date of publication: 14/04/2020

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 Grove Medical Centre on 17 and 19 December 2019 and 5 February 2020 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.

We found that:

- Patients received effective care and treatment that met their needs and was planned and delivered according to evidence-based guidelines.
- The practice had systems in place to manage risks however action had not been taken to address these in a timely way. For example, legionnaires risk assessment.
- Effective systems were not in place to coordinate health and safety risk assessments and checks across all the practice sites.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment and worked together and with other organisations to deliver effective care and treatment.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients were satisfied with the service they received from the practice. Improvements had been made to the appointments system.

- The practice had appointed a patient engagement lead to support working with and listening to patients.
- Staff told us that the management team were approachable, and they felt valued and supported in their work.
- Although there was a focus on continuous learning and improvement at all levels of the organisation there were shortfalls to clearly demonstrate learning from significant events and complaints.

Whilst we found no breaches of regulations, there are areas where the provider **should** make improvements:

- Improve the process for recording the investigation, outcomes and learning when reviewing significant events and complaints.
- Continue to promote and explore ways to improve the uptake of cervical cancer screening.
- Follow up on required actions in risk assessments in a timely manner.
- Provide patients with information on how to escalate complaints if required.
- Consider implementing a centralised system for monitoring whether health and safety assessments and checks have been completed across all practice sites.

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. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Grove Medical Centre

The practice is part of a wider organisation called Health and Beyond Partnership. The organisation has formed a partnership of 14 GPs. The provider has a centralised team to provide systems to support and manage quality, finance, workforce, business planning, contracts. Grove Medical Centre became the main location and provider following its merger with six other GP practices based in Wolverhampton. The mergers took place between September 2017 and November 2019.

Grove Medical Centre is located at 175 Steelhouse Lane, Wolverhampton, West Midlands WV2 2AU. The practice has six branch sites:

1. All Saints Surgery, 17 Cartwright Street, All Saints, Wolverhampton WV2 1EU
2. Caerleon Surgery, Dover Street Bilston WV14 6AL
3. Church Street Surgery, 62 - 64 Church Street Bilston WV14 0AX
4. Bradley Medical Practice 83 - 84 Hall Green Street Bradley WV14 8TH
5. Parkfields Medical Practice, 255, Parkfields Road, Parkfields, WV4 6EG
6. Woodcross Health Centre, Woodcross Lane, Coseley, WV14 9BX

Due to limited space at the main location, Grove Medical Centre our inspection visits were carried out at Bradley Medical Practice, Caerleon Surgery and Parkfields Medical Practice.

The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Grove Medical Centre is situated within the Wolverhampton Clinical Commissioning Group (CCG) and provides services to 36,219 patients of all ages under the terms of a General Medical Services (GMS) contract. This allows the practice to have a contract with the NHS to

deliver general medical services to meet the needs of the local community. A GMS contract ensures practices provide essential services for people who are sick as well as, for example, chronic disease management and end of life care and is a nationally agreed contract. The practice is part of a wider network of GP practices based in Wolverhampton

Staffing across the main location and branch sites consists of:

- Fourteen partners who work a total of 79 Sessions, ten male and four females.
- Four salaried GPs who work a total of 21 sessions.
- Other clinical staff include advanced nurse practitioners, practice nurses, clinical pharmacists, physician associates, health care assistants. All work part time.
- Clinical staff are supported by a number of managers, which include a finance manager, operations manager, patient engagement manager, human resources manager and a patient's services manager. Other staff include receptionists/administrators, secretaries and domestics to support the day to day operation of the practice.

There are higher than average number of patients under the age of 18 (39%) compared with the national average of 38%. There are more patients aged between 18 and 65 (35%) than the national average (34%). There are fewer patients over the age of 65 years (25%) compared with the national average of (27%). The National General Practice Profile states that 49.8% of the practice population are from a white background, 31.3% are Asian and 18.8% of the population identified as Mixed race, Black and other race. 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.

Additional information about the practice is available on their website: <https://healthandbeyond.healthcare/>