

Coseley Medical Centre

Inspection report

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Coseley
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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?

Good



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 practice was found to be requires improvement in providing responsive services. 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.

A desktop inspection was carried out on 22 August 2018 to confirm that the practice had made improvements and the practice remained rated as requires improvement for providing responsive services.

This inspection was a desk-based review carried out on 12 November 2019 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 overall.

Our key findings were as follows:

- The practice had installed a new telephone system in May 2018 and outcomes from the national patient survey results in 2019 have seen an increase in patient satisfaction relating to timely access of the service.
- The practice have introduced a telephone triage system and are supported by two advanced nurse practitioners to increase appointment availability for patients.
- The practice monitored the performance of telephone response times and had increased the number of call receivers.
- Patients satisfaction results for timely access to the service were in line with local and national averages.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Our inspection team

Our inspection was led by a CQC lead inspector.

Background to Coseley Medical Centre

Coseley Medical Centre is a long-established practice located in Coseley, West Midlands and services are provided from a single location. Coseley Medical Centre is a member of the Dudley Clinical Commissioning Group (CCG) and provides services to patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. At the time of our inspection there were approximately 6,788 patients registered at the practice

The provider is registered with CQC to deliver the following Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The clinical team includes three male GP partners, two advanced nurse practitioners, 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 administrative staff who cover reception, secretarial and administration roles.

There are higher than average number of patients between the ages of 15-44. The National General Practice Profile states that 90% of the practice population is from a white ethnic background with a further 10% of the

population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open between 8am and 6.30pm Monday to Friday. Home visits are available for patients who are too ill to attend the practice for appointments. 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 practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact Malling Health via NHS 111.

The practice website can be viewed at:
www.coseleymedicalcentre.nhs.uk