

Henley Green Medical 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 responsive to people's needs?

Requires Improvement



Overall summary

We carried out an announced focused assessment of the responsive key question at Henley Green Medical Centre at on 29 November 2023. The rating for the responsive key question is **Requires Improvement**. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain **Good**.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires Improvement

Well-led – Good.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Henley Green Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this inspection to undertake a targeted assessment of the key question of responsive.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people’s needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the inspection

This inspection was carried out remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

Our findings

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 found that:

Overall summary

- The practice understood the needs of its local population and tailored services to meet those needs.
- The practice worked effectively with local partners to improve access to services for the wider patient population.
- During the assessment process, the provider highlighted the efforts they are making or are planning to make to improve the responsiveness of the service for their patient population. The effect of these efforts are not yet reflected in patient feedback. Patient feedback was that they could not always access care and treatment in a timely way.

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

- Continue with efforts to improve patient satisfaction in relation to access.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Henley Green Medical Centre

Henley Green Medical Centre is located in a purpose-built primary care centre in Coventry, Warwickshire.

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

The practice is situated within the Coventry and Warwickshire Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 8,200. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, known as the Sowe Valley Primary Care Network (PCN). This PCN consists of 10 practices working together to provide a wider range of services to the local population.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest decile (1 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 74.2% White, 11.9% Black, 9.2% Asian, 3.7% Mixed, and 1% Other. Staff advised the ethnic mix of patients was vast, with a high number of patients whose primary language was not English. The age distribution of the practice population depicts a higher than local and national average patient population aged 0 to 19 years.

The practice is led by a lead GP and four salaried GPs. There is a clinical pharmacist, two advanced nurse practitioners, a trainee nurse and a health care assistant. The GPs are supported at the practice by the practice manager, operational manager and a team of reception/administration staff.

The practice is open between 8 am to 6pm Monday, Tuesday, Wednesday and Friday (telephone lines open till 6.30pm) and from 8am to 1pm on Thursday (telephone lines open till 1.30pm). The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Enhanced access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.