

Gravel Hill Surgery

Quality Report

Wombourne
Wolverhampton
West Midlands
WV5 9HA
Tel: 01902 893375
Website: www.gravelhillsurgery.nhs.uk

Date of inspection visit: 18 April 2017
Date of publication: 12/06/2017

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.

Contents

Summary of this inspection

	Page
Overall summary	1
The six population groups and what we found	3

Detailed findings from this inspection

Our inspection team	4
Background to Gravel Hill Surgery	4
Why we carried out this inspection	4
How we carried out this inspection	4

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Gravel Hill Surgery on 18 January 2016. A breach of a legal requirement was found and a requirement notice was served. The practice sent us an action plan to say what they would do to meet the legal requirement in relation to:

- Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

The overall rating for the practice was good and the full comprehensive report for the January 2016 inspection can be found by selecting the 'all reports' link for Gravel Hill Surgery on our website at www.cqc.org.uk.

We undertook an announced focused inspection on 6 April 2017. We did not visit the practice but reviewed the information sent to us by the provider to confirm that the practice had carried out their plan to address the breach

Summary of findings

in one regulation that we identified during our January 2016 inspection. This report only covers our findings in relation to those requirements and additional improvements made since our last inspection.

Our key findings were as follows:

- The practice had a register of 31 patients with learning disabilities. In 2016 all of these patients had been invited to attend an annual health check. Sixteen had received a health check, 11 declined, three had not responded and one had not attended their appointment.
- The provider had risk assessed the policy for exception reporting patients without clinical input. Exception reporting is the removal of patients from QOF

calculations where, for example, the patients are unable to attend a review meeting or certain medicines cannot be prescribed because of side effects.

- The provider had implemented a system for monitoring the use of prescription pads that minimised the risk of fraud by logging the sequential numbers of pads used.

Overall the practice is rated as good and good in the population group for people whose circumstances may make them vulnerable. This recognises the improvements made to the service provided for patients in this population group.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

People whose circumstances may make them vulnerable

Good



Gravel Hill Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a Care Quality Commission (CQC) Inspector.

Background to Gravel Hill Surgery

Gravel Hill Surgery is a semi-rural practice located in the village of Wombourne. The practice is situated in a purpose built building. The practice population has low deprivation and low unemployment when compared to national averages. The practice has a list size of 7,600 of which a higher percentage are elderly patients; 24.2% are 65 and over compared to the national average of 16.7%. Life expectancy is in line with the national average.

The practice has six GP partners whose combined number of clinics is equal to four whole time equivalents. The partners are assisted by a clinical team consisting of three nurses and one healthcare assistant. The administration team consists of a practice manager, assistant practice manager, and ten supporting staff.

The practice is open from 8am to 6.30pm on Mondays. Extended hours for pre-booked GP appointments are offered each week day between 7.15am and 8am or 6.30pm and 7.15pm. When the practice is closed the

telephone lines are diverted to the NHS 111 service and there is an out-of-hours service provided by Malling Health. The nearest hospitals with A&E units are situated at Dudley and New Cross Hospital, Wolverhampton.

Why we carried out this inspection

We undertook a follow up focused inspection of Gravel Hill Surgery on 6 April 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 18 January 2016 had been made. The full comprehensive report following the January 2016 inspection can be found by selecting the 'all reports' link for Gravel Hill Surgery on our website at www.cqc.org.uk. The practice was rated as good overall but we found that the service was not meeting a legal requirement in relation to the population group: people whose circumstances may make them vulnerable.

How we carried out this inspection

The practice sent us information to support that they had completed the improvements required to meet the legal requirements. A Care Quality Commission inspector reviewed the information received. We were able to perform our checks without visiting the practice.