

Wolverhampton Road Surgery

Inspection report

Wolverhampton Road

Stafford

ST17 4BS

Tel: 01785258161

www.wolverhamptonroadsurgery.nhs.uk

Date of inspection visit: 09 December 2021

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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?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Wolverhampton Road Surgery on 9 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Wolverhampton Road Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

This inspection included a site visit. The lead inspector spoke with staff on site.

Interviews were carried out with the practice manager and the operations manager.

We found that:

- People were able to access appointments in a timely way
- Patients were able to make appointments in a way which met their needs.
- Patients with most urgent needs had their care and treatment prioritised.
- The practice offered a range of appointment types
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements

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

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit.

Background to Wolverhampton Road Surgery

Wolverhampton Road Surgery is located in Stafford at:

Wolverhampton Road,

Stafford,

Staffordshire,

ST17 4BS

The practice is open each weekday from Monday to Friday 8.00am to 6.30pm. Appointments were available from 8.30am to 11.50am every morning and 2.00pm to 5.50pm daily.

The practice offers early morning appointments from 7.30 am on a flexible needs-based system.

Through the GP First Primary Care Network scheme the practice offered extended access appointments on a Thursday evening 6pm until 8pm.

The practice does not routinely provide an out-of-hours service to their own patients, but patients are directed to the out of hour's service, Vocare via 111 when the practice is closed.

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

Wolverhampton Road Surgery is registered with the Care Quality Commission (CQC) as a partnership provider. The practice holds a Personal Medical Services contract with NHS England.

The practice is a member of the NHS Staffordshire and Surrounds Clinical Commissioning Group (CCG). The practice was an active member of the Stafford Town primary Care Network (PCN).

The practice is part of a wider network of GP practices GP First Primary Care Network Limited. This network consists of the four PCN's within Stafford with 18 member practices between them.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth less deprived decile (seven 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 3.6% Asian, 93.3% White, 1.3% Black and 1.8% Mixed.

The age distribution of the practice population mirrors the local and national averages. There are more male patients registered at the practice compared to females.

At the time of our inspection December 2021 the practice was caring for 10399 patients. The practice is a teaching practice and supports medical students.

The practice had a team of four GP partners with a new salaried GP due to join the practice in February 2022. The practice employed two advanced nurse practitioners, three practice nurses, two health care assistants, a phlebotomist and a pharmacist. They are supported by a practice manager partner, business manager and a team of reception staff, support service staff and a data quality team. The practice shared additional staff with other practices within the PCN and this enhances their team with two pharmacists, one pharmacy technician, one care co-ordinator, three physiotherapists, one physician assistant, one paramedic one mental health specialist nurse and one social prescriber.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a face to face appointment.