

St Paul's Partnership - Lyng Medical

Inspection report

Lyng Centre For Health & Social Care
Frank Fisher Way
West Bromwich
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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 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 St Paul's Partnership – Lyng Medical On 12 March 2019.

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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to St Paul's Partnership - Lyng Medical

Background to St Paul's Partnership – Lyng Medical is situated in a purpose-built health centre based on the ground floor of the Lyng Centre For Health and Social Care, in the West Bromwich area of the West Midlands.

Public Health England data ranks the levels of deprivation in the area as two out of 10, with 10 being the least and one being the most deprived. Approximately 3,040 patients are registered with the practice.

The service is registered to provide the regulated activities of Diagnostic and screening procedures, Maternity and midwifery services, Surgical procedures, and the Treatment of disease, disorder or injury.

The practice is led by three partners consisting of a lead GP partner (male), a practice manager partner and a practice business partner. The clinical team includes two

long term sessional locum GPs, a practice nurse and a healthcare assistant (all female). The practice is supported by a team of administrative staff who cover reception, administrative and secretarial duties.

The practice is open between 8am and 6.30pm on weekdays. The practice is a member of the Sandwell Health Partnership Federation which allows for patients to access appointments on evenings from 6.30pm to 8pm, on weekends from 8am to 8pm and during the day when appointments are closed; these appointments can be accessed through the federations Hub arrangements which rotates across six local Hub practices. There is also a duty GP available at the practice each day for any emergencies.

Patients are diverted to the GP out of hours service provided by the Malling Health when appointments are closed. Patients can also access advice through the NHS 111 service.