

# Sina Health Centre

## Inspection report

230 Coppice Farm Way  
New Invention  
Willenhall  
West Midlands  
WV12 5XZ  
Tel: 01922 710027  
www.sinahealthcentre.nhs.uk

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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 at Sina Health Centre on 8 January 2019 as part of our inspection programme.

At the last inspection in December 2017 we rated the practice as requires improvement for providing safe services because:

- Not all the required recruitment information had been obtained.
- A system was not in place to demonstrate that alerts with may affect patient safety had been received, recorded and acted upon.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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.
- The practice continued to support patients living with dementia and their carers through support meetings and providing information packs on dementia.
- The practice was undertaking work to tackle loneliness. A meeting had been organised at the end of January 2019 for patients who considered themselves lonely or socially isolated.

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

- Review and update the health and safety risk assessment.
- Identify the outstanding training needs for staff and ensure completion.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

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

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a practice manager advisor.

## Background to Sina Health Centre

Sina Health Centre is registered with the Care Quality Commission (CQC) as a partnership provider in Willenhall, West Midlands. The practice is part of the NHS Walsall Clinical Commissioning Group (CCG). 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.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice operates from Sina Health Centre, 230 Coppice Farm Way, New Invention, Willenhall, West Midlands, WV12 5XZ.

There are approximately 7,408 patients of various ages registered and cared for at the practice. The practice provides GP services in an area considered of average deprivation within its locality. Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial. Income deprivation affecting children is 22%, which is lower than the CCG average of 29% and higher than national average of 20%. Income deprivation affecting older people is 19%,

which is also lower than the CCG average of 29% and national average of 20%. Life expectancy at the practice for patients is 78 years for males and 82 years for females which is below the national average.

Demographically the practice has a lower than average patient population aged under 18 years, with 21% falling into this category, when compared with the CCG average of 24% but the same as the England average of 21%. Eighteen per cent of the practice population is above 65 years which is slightly above the CCG average of 16% and the national average of 17%. The percentage of patients with a long-standing health condition is 55% which is above the local CCG average of 52% and the national average of 51%.

The practice has three male GP partners, two female practice nurses, a female health care assistant, a practice manager and a team of administrative and reception staff.

The practice is open between 7.30am and 6pm from Monday to Friday. When the practice is closed patients are directed toward the out of hours provider via the NHS 111 service. Patients also have access to the Extended GP Access Service between 6.30pm and 9pm on weekdays, 10am to 3pm on weekends, and 11am to 1.30pm on bank holidays.



The practice offers a range of services for example:  
management on long term conditions, child



development checks and childhood immunisations,  
travel immunisations, contraceptive and sexual health  
advice. Further details can be found by accessing the  
practice's website at [www.sinahealthcentre.nhs.uk](http://www.sinahealthcentre.nhs.uk)