

Willow Bank Surgery

Inspection report

Weston Road
Stoke-on-trent
ST3 6AB
Tel: 03001231467
www.adderleygreensurgery.nhs.uk

Date of inspection visit: 07 June 2021
Date of publication: 02/07/2021

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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Willow Bank Surgery on 7 June 2021. Overall, the practice is rated as Good

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

The practice had not been previously inspected and therefore required a comprehensive inspection. This inspection was a comprehensive review of information which included a short site visit.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- A conference call with members of the PPG

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 have rated this practice as Good overall and good for all population groups.

We found that:

Overall summary

- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

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

- Continue to increase the uptake of cervical smears.
- Identify younger carers.
- Implement in house patient surveys.

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 who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Willow Bank Surgery

Willow Bank Surgery is located in Meir, Stoke on Trent.

Willow Bank Surgery Meir Primary Care Centre
Weston Road
Meir
Stoke on Trent
Staffordshire
ST3 6AB

Telephone number 0300 123 5002

Website: willowbanksurgery.nhs.uk

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.

Willow Bank Surgery is a registered location of Adderley Green Medical Services Limited. Adderley Green Medical Services took over the contract of Willow Bank Surgery in April 2020 from Willow Bank Partnership Community Interest Company.

The practice is a member of the NHS Stoke on Trent Clinical Commissioning Group (CCG) and delivers an Alternative Provider Medical Services (**APMS**) contract to a patient population of about 11095. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices Meir Primary Care Network (PCN).

Information published by Public Health England reports deprivation within the practice population group as in the second most deprived decile, with an ethnicity estimate of the registered population given as; 1.4% mixed, 9.5% Asian, 1.0% black. The practice has a predominately younger population group with higher percentages than the regional average in all age groups under 60 years of age.

The practice caters for a high proportion of patients experiencing a long-standing health care condition, 61% compared to the local average of 56% and a national average of 53%. There is a lower percentage of patients in paid work or full-time education, 56% compared to the local average of 60% and national average of 63%.

The average life expectancy of the practice population is higher than the local average, but lower than the national average for both males and females (77 years for males, compared to the local average of 78 and national average of 83 years and 82 years for females compared to the local average of 80 years and national average of 83 years.)

There is a team of six GPs who are supported by five advanced nurse practitioners. The practice has a team of three nurses who provide nurse led clinics for long-term conditions; one mental health practitioner and two health care assistants.

The Clinical team are supported by a practice manager, one secretary and a team of 12 administrative and reception staff.

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 or video consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment.

Extended access is provided locally by Meir Primary Care Network where late evening and weekend appointments are available. Out of hours services are provided by Vocare.