

# AW Surgeries

## Inspection report

Albion Street  
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Date of inspection visit: 14 January 2019  
Date of publication: 06/03/2019

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?

Requires improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at AW Surgeries on 14 January 2019 as part of our inspection programme.

At the last inspection in March 2018 we rated the practice as requires improvement for providing responsive services because:

- Patient feedback highlighted problems in gaining access to care and treatment from the practice within an acceptable timescale for their needs, of note; problems when trying to contact the practice by telephone.

At this inspection, we found that the provider had satisfactorily addressed these areas. However, it was too early to tell if the changes made had resulted in improvement.

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 rated this practice as good overall except for responsive.**

We rated the practice **requires improvement** for responsive because:

- Although the practice had taken positive action, the patient feedback for telephone access was significantly below local and national averages.

**We rated all the population groups as good.**

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. The practice had plans in place to improve access to appointments.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Changes within the practice were managed effectively.

We saw several areas of **outstanding** practice including:

- The practice provided a 'wellness centre that supported both registered and non-registered patients. Projects within the centre provided a support structure for patients living with life changing conditions.
- The practice provided a safe haven for vulnerable groups such as refugees and asylum seekers.

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

- Risk assess the range of medicines held in case of an emergency.
- Continue to monitor the patient feedback on access following the implementation of the new telephone system and the new rota for staff.

**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 adviser.

## Background to AW Surgeries

Albion House Surgery is a long-established practice and is the main practice for AW surgeries, registered with the Care Quality Commission (CQC) as a partnership provider and located in the Brierley Hill area of Dudley. There are two surgery locations that form the practice; these consist of the main practice at Albion House Surgery and a branch practice at Withymoor Surgery. There are approximately 17,500 patients of various ages registered and cared for across the practice and patients can be seen by staff at both practice sites. The practice holds a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practice for delivering general medical services and is the commonest form of GP contract. The practice has expanded its contractual obligations to provide enhanced services to patients. An enhanced service is above the contractual requirement of the practice and is commissioned to improve the range of services available to patients. The practice area is one of high deprivation when compared with the national average. Demographically the practice has a patient age distribution comparable with the Clinical Commissioning Group (CCG) and national averages.

The clinical staffing comprises of:

- Seven GP partners four female, three male (6.25 whole time equivalent) (WTE).


- Two salaried GPs (1 WTE).
- A nurse practitioner and five practice nurses (3 WTE).
- Four health care assistants (3 WTE).

The non-clinical staffing comprises of:

- A practice manager.
- Three team leaders (covering administration and data) and an appointments co-ordinator.
- Twenty reception and administrative staff working a range of hours.
- A team of five cleaners who are supervised by a cleaning supervisor.

The GP partners and the practice manager form the practice management. The practice is an accredited postgraduate GP training centre and provides training for four GP Registrars. All staff members work across both practice surgeries.

The practice is open for appointments between 8am and 6:30pm during week days; the practice is open later on Tuesdays and Wednesdays when extended hours are offered between 6:30pm and 8pm. The practice is open between 9am and midday on Saturdays. There are also arrangements to ensure patients receive urgent medical assistance when the practice is closed during the out-of-hours period.



The practice offers a range of services for example, management of long-term conditions such as diabetes,



contraceptive advice, immunisations for children, travel vaccinations, minor operations and NHS health checks. Further details can be found by accessing the practice website at [www.awsurgeries.co.uk](http://www.awsurgeries.co.uk)