

# Crown Medical Practice

## Inspection report

Tamworth Health Centre  
Upper Gungate  
Tamworth  
B79 7EA  
Tel: 01827315355  
[www.crownpractice.co.uk](http://www.crownpractice.co.uk)

Date of inspection visit: 28 June 2022  
Date of publication: 25/07/2022

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?

Requires Improvement 

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 Crown Medical Practice on 28 June 2022. Overall, the practice is rated as Good.

Safe - Require Improvement

Effective - Good

Caring - Good

Responsive – Good

Well-led - Good

Following our previous inspection on 16 November 2015, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Crown Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a routine comprehensive with a 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
- Staff questionnaires

## 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.

# Overall summary

## **We have rated this practice as Good overall**

We found that:

- The practice mostly provided care in a way that kept patients safe and protected them from avoidable harm.
- Some patients were overdue their high-risk medicine monitoring checks and some monitoring results had not been electronically downloaded onto their systems prior to repeat prescribing.
- There was a lack of documentary evidence of advice provided to patients on the risks highlighted within medicine patient safety alerts for two specific medicines.
- 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.

We found a breach of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

The provider **should**:

- Consider improvement to the practice significant event analysis by specifying all the completed learning.

**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

## 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 Crown Medical Practice

Crown Medical Practice merged with Trinity Surgery and became known as the Crown Medical Practice which has a branch site at Stonydelph Medical Centre.

The main site is located at:

Tamworth Health Centre

Upper Gungate

Tamworth

Staffordshire

B79 7EA

Telephone: 01827 315355

The practice has a branch surgery at:

Stonydelph Medical Centre

Ellerbeck

Stonydelph

Tamworth

B77 4JA

Telephone: 01827 897484

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 and surgical procedures. These are delivered from both sites.

The practice is situated within the NHS South East Staffordshire and Seisdon Peninsula Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 8,860. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Mercian.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (five 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 1% Asian, 97.3% White, 0.5% Black, 1.1% Mixed, and 0.1% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of two GP partners and a retained GP as well as two salaried GPs who provide 3.44 whole time equivalent GP hours. At the time of the inspection an application to add the second partner and remove the former partner was in progress. The clinical staff team includes, a clinical pharmacist, a paramedic, two advanced clinical

practitioners and two healthcare support workers, the practice has a team of three practice nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The practice manager and business manager provide managerial oversight. The clinical team is further supported by the senior administrator, senior receptionist and reception supervisor, two care co-ordinators, and reception/administration staff.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The extended access service is provided locally and additional appointments offered across the whole of East Staffordshire, including evening and weekend appointments. An on line digital service is available on Sunday mornings where appointments are offered with a GP via the Q Doctor App. Out of hours services are provided by NHS 111.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Care and treatment were not always provided in a safe way for service users.</p> <p><b>In Particular:</b></p> <ul style="list-style-type: none"><li>• Patients prescribed some high-risk medicines that require regular monitoring had not had their results downloaded onto the practice electronic systems prior to repeat prescribing.</li><li>• A lack of documentary evidence of advice provided to patients on the risks highlighted within medicine patient safety alerts for two specific medicines.</li></ul> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>