

# Henley Green Medical Centre

## Inspection report

Henley Road  
Coventry  
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[www.henleygreen.mc.nhs.uk](http://www.henleygreen.mc.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

Not inspected

Are services effective?

Good



# Overall summary

We carried out an announced inspection of Henley Green Medical Centre by remote review of evidence between 1 July 2022 and 10 August 2022.

This was a focussed review of effective services. The practice was previously inspected in February 2019 and had previously been rated good overall and good in safe, caring, responsive and well led but rated as requires improvement in effective. Any previous ratings for the overall rating, safe, caring, responsive and well-led will be unchanged following this review.

Rating at this inspection:

Effective – Good

## How we carried out the inspection

This inspection was carried out virtually, through an online meeting and review of documents.

This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A virtual meeting with the provider.

## 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 for effective services.

We found that:

- Patients received effective care and treatment that met their needs.
- The practice had targeted eligible patients through various methods to increase the uptake of childhood immunisations which had improved in some indicators. However, data showed areas where uptake had declined since our previous inspection.
- The practice had targeted eligible patients and provided extra screening clinics for cervical cancer screening which had improved uptake.
- Staff used audits to monitor the effectiveness of service delivery. Audits viewed as part of our inspection showed a positive impact as a result of changes made in areas identified by the practice.

Areas for improvement:

# Overall summary

- The provider should continue to improve and monitor systems to improve the uptake of childhood immunisations and cervical screening.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

The inspection was carried out by a CQC lead inspector who spoke with staff using video conferencing and reviewed documents remotely.

## Background to Henley Green Medical Centre

Henley Green Henley Green Medical Centre is a practice situated in the Henley Green area of Coventry, serving patients in the surrounding areas.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice delivers General Medical Services (GMS) to a patient population of around 8042 at the time of this inspection. This is part of a contract held with NHS England.

The practice population is predominantly white (75%). Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile which shows it has a more deprived practice population relative to other practices.

The practice is led by a lead GP (male) and four salaried GPs (three female, one male). There is a clinical pharmacist, two practice nurses and two health care assistants. There is a practice manager, Finance and HR manager, a reception team and an administration team.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most appointments were telephone consultations. The practice is open 8am to 6pm Monday to Wednesday, 8am to 1pm Thursday, 8am to 6pm Friday and is closed at weekends.

When the practice is closed out of hours services are provided by the NHS 111 service.