

Warley Medical Centre

Inspection report

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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 Warley Medical Centre on 14 March 2019 as part of our inspection programme.

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. The practice had implemented GP review clinics, for patients who required follow up appointments to ensure continuity of care for the patient.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had devised their own clinical templates for the review of patients to ensure all clinical indicators were met and patients received the appropriate management of their conditions.

- 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.

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

- Review current systems for the recording of safeguarding information to ensure all registers are up to date.
- Consider the health and well being of the nursing team with the reduced number of nursing staff.
- Ensure all staff are aware of how to access practice policies.
- Continue to analyse patient feedback and survey results to improve access.
- Continue to identify carers to offer them support where needed.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

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. The team included a GP specialist advisor.

Background to Warley Medical Centre

Warley Medical Centre is located at Kingsway, in Oldbury an area of the West Midlands. The surgery has good transport links and there is a pharmacy located nearby.

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.

Warley Medical Centre is situated within the Sandwell & West Birmingham Commissioning Group (CCG) and provides services to 11,300 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice is led by five partners (four male and one female). The GP partners are supported by two salaried GPs (one male and one female), two practice nurses and one health care assistant. The practice is supported by a practice manager and business manager, a team of administrative staff who cover reception, administrative and secretarial duties. The practice was a training practice for GP registrars.

The practice is open between 8am and 6.30pm on weekdays, with extended hours being available from 6.30pm to 8pm on a Monday. The practice is part of the Black Country Community GP Hub, which is based at Portway Family Practice. The Hub is a collaboration between 10 local GP practices to offer more access to pre-bookable GP and Nurse appointments to all patients across the area. Patients can access appointments on the evening from 6.30pm to 8pm, Saturday from 9am to 12pm and Sunday from 9am to 11am. There is also a duty GP available at the practice each day for any emergencies.

There are higher than average number of patients over the age of 65 and fewer patients under the age of 18 in comparison to the national average. The National General Practice Profile states that 79% of the practice population is from a white British background with a further 12% of the population originating from Asian ethnic group. Information published by Public Health England, rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.