

Broadway Medical Centre

Inspection report

213 Broadway
Walsall
West Midlands
WS1 3HD
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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 Broadway Medical Centre on 19 February 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.
- 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. Patients could access care and treatment in a timely way.
- The practice had devised a rota of GP responsibilities to share work equally between the permanent GPs and the sessional staff.
- The practice recognised and acted upon shortfalls in the nursing team skill mix, by employing an experienced nurse prescriber.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. For example: the practice had signed up to the IRIS (Identification and Referral to Improve Safety) project, development of staff, participation in the latent TB screening project and ongoing clinical audits.

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

- Ensure that all staff, including locum GPs, are up to date with their required training.
- Ensure that all required recruitment checks are obtained.
- Record the full immunisation status for all staff.
- Keep the COSHH risk assessment with the product data sheets.
- Continue to focus on improving the management of patients with long term conditions.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Ensure that all complaints, including verbal, are recorded separately from patient records, and that patients are informed about the Parliamentary and Health Service Ombudsman (PHSO).

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

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a practice manager advisor. A new specialist advisor on induction also joined the inspection team in an observation role.

Background to Broadway Medical Centre

Dr Amrit Kaur Khara is registered with the Care Quality Commission (CQC) as a single handed provider operating a GP practice in Walsall, West Midlands. The practice is part of the NHS Walsall Clinical Commissioning Group (CCG). 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.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice operates from Broadway Medical Centre, 213 Broadway, Walsall, WS1 3HD.

There are approximately 4,606 patients of various ages registered and cared for at the practice. The practice provides GP services in an area considered to be relatively deprived within its locality. Demographically the practice has a higher than average patient population aged under 18 years, with 27% falling into this category, compared with the CCG average of 24% and England average of 21%. Eleven per cent of the practice population are above 65 years which is lower than the

CCG average of 16% and the national average of 17%. The percentage of patients with a long-standing health condition is 37% which is below the local CCG average of 52% and the national average of 51%. The practice life expectancy for patients is 78 years for males and 82 years for females which is below the national average.

The practice has two female GP partners, four locum GPs (one male/three female), two part time nurse prescriber (one male/one female) and one full time female practice nurse, one female phlebotomist, a practice manager, a secretary, an administrator and a team of reception staff.

The practice is open between 8.30am and 2pm and 3pm and 6.30pm on Monday to Wednesday and on Friday, and from 9am to 1pm on Thursday. The telephone lines are answered between 8.30am and 1pm and 3.30pm and 6.30pm every day except Thursday when the lines close at noon. When the practice is closed patients are directed toward the out of hours provider via the NHS 111 service. Patients also have access to the Extended GP Access Service between 6.30pm and 9pm on weekdays, 10am to 3pm on weekends, and 11am to 1.30pm on bank holidays.

The practice offers a range of services, for example: management of long-term conditions, child development checks, childhood immunisations and minor surgery. Additional information about the practice is available on their website at