

Church Street Surgery

Inspection report

Callows lane
Kidderminster
DY10 2JG
Tel: 01562745040

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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 responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Church Street Surgery on 28 July 2022.

Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 2 August 2017, the practice was rated Good overall and rated good in safe, effective, caring and well-led and rated requires improvement for responsive.

The full reports for previous inspections can be found by selecting the 'all reports' link for Church Street Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection included a comprehensive review of information and a site visit where we inspected safe, effective, responsive and well-led care. Additionally, we reviewed access to the practice via telephone and a patient's ability to book in with named GP's.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently. Therefore, as part of this inspection we completed clinical searches on the practice's patient records system and discussed the findings with the provider. This was with consent from the provider and in line with all data protection and information governance requirements.

The inspection also included:

- Requesting and reviewing evidence and information from the service
- A site visit
- Conducting staff interviews
- Reviewing patient records to identify issues and clarify actions taken by 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

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall

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 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.
- The practice had a culture which drove high quality sustainable care. However, no freedom to speak up guardian was in place at the service, despite this staff we spoke with could describe what actions they would take and who they would speak with if they had concerns.
- The practice overall had systems for the appropriate and safe use of medicines, including medicines optimisation, however these did not always work as intended, specifically appropriate authorisations of Patient Group Directions PGD's were not available at the time of inspection.
- The practice has addressed the concerns raised in the 2017 National GP Patient survey with the 2021 National GP Patient survey showing improvements in almost all areas, including responses related to accessing care by telephone. Additionally, we found the practice responsive in its approach towards patients and the treatment it delivered.

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

- Explore systems to ensure all environmental risks were being reviewed and mitigated.
- Strengthen systems for appropriate and safe use of medicines.
- Ensure that a Freedom to Speak Up Guardian is appointed.

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

Our inspection team included a GP specialist advisor and a CQC Inspector. The inspection team carried out a site visit at the practice on 28 July 2022, in addition to attending the site visit, the GP specialist advisor completed clinical searches and record reviews remotely without visiting the location on 27 July 2022.

Background to Church Street Surgery

Church Street Surgery is located within the town centre of Kidderminster, Worcestershire. Public car parking is available at the nearby shopping centre for other patients.

The practice has a list size of approximately 13,290 patients. The practice is situated within the NHS Herefordshire and Worcestershire Clinical Commissioning Group (CCG), from July the CCG is known as Integrated Care Board (ICB) and delivers General Medical Services (**GMS**). This is part of a contract with NHS England.

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

The practice is situated in an area with average levels of deprivation. Information published by Public Health England shows that deprivation within the practice population group is in the 4th (four of 10) with one being most deprived and 10 being least deprived. The lower the decile, the more deprived the practice population is relative to others. The practice has a national average number of children and young people, working age adults and adults who have reached retirement age and older aged people. According to the latest available data, the ethnic make-up of the practice area is 96.4% White, 2% Asian, 1.2% Mixed, 0.3% Black and 0.1% Other.

The practice is part of a provider organisation The Wyre Forest Health Partnership who are registered with CQC and have four other locations which make up wider network of GP practices across Worcestershire.

Where applicable, patients can be seen at alternative sites who are part of the Wyre Forest Health Partnership.

There is a team of 10 GPs who can provide cover at other locations within The Wyre Forest Health Partnership. The other services within the partnership were not inspected as part of this inspection. The GPs are supported at the practice by a team of The practice has a team of three advanced nurse practitioners and eight practice nurses, four health care assistants, reception and administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

The practice is open during the following hours:

Monday 8:00 am – 6:30 pm

Tuesday 8:00 am – 6:30 pm

Wednesday 8:00 am – 6:30 pm

Thursday 8:00 am – 6:30 pm

Friday 8:00 am – 6:30 pm

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Church Street Surgery, where late evening and weekend appointments are available. Out of hours services are provided by Church Street Surgery as well as other sites located within the Wyre Forest Health Partnership throughout the week.