

Palfrey Health Centre

Inspection report

151 Wednesbury Road
Walsall
West Midlands
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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

At our last inspection in February 2016, we rated the practice as good in all domains and population groups.

We carried out an announced comprehensive inspection at Palfrey Health Centre on 27 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.
- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

- The practice and the patient participation group with closely with the community to support educational events and healthy lifestyle initiatives.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. For example: development of clinical and non-clinical staff, participation in the latent TB screening project, ongoing clinical audits, providing training placements for medical students and working towards accreditation to become a teaching practice for GP registrars.

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

- Formalise the system in place to ensure the competence to clinical staff working in advanced roles.
- Continue the actions currently being taken to improve the uptake of cervical screening.
- Continue to identify carers to enable this group of patients to access the care and support they need.
- Continue to monitor the GP survey results and identify areas where improvements can be made.

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

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.

Background to Palfrey Health Centre

Palfrey Health Centre is registered with the Care Quality Commission (CQC) as a partnership provider 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 Palfrey Health Centre, 151 Wednesbury Road, Walsall, West Midlands, WS1 4JQ.

There are approximately 4,713 patients of various ages registered and cared for at the practice. The practice provides GP services in an area considered to be most deprived within its locality. Demographically the practice has a higher than average patient population aged under 18 years, with 32% falling into this category, compared with the CCG average of 24% and England average of 21%. Six per cent of the practice population is 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 39% which is below the local CCG average of 52% and the national average of 51%. The practice life expectancy for patients is 76 years for males and 82 years for females which is below the national average.

The practice has two GP partners (one male/one female), three part time locum GPs (two male/one female), two part time locum female nurse prescribers, one part time female practice nurse, two part time female health care assistants, a practice manager and seven part time reception/administration staff.

The practice is open between 8am and 6.30pm every day except Friday, when the practice closes at 12pm. 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 and childhood immunisations. Additional information about the practice is available on their website at