

Elgar House

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 effective?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out a focussed inspection at Elgar House following an Annual Regulatory Review of the practice. During this inspection we looked at the responsive, effective and well-led key questions. The practice was previously inspected in October 2018.

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 .The population groups have been rated good with the exception of working age people which we rated as requires improvement. The reason for rating the practice requires improvement in this population group was due to the practice not being able to demonstrate that the actions that they had taken to improve uptake of cervical screening had yet had an impact.

We found:

- 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 a focus on learning and improvement.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Continue to encourage the uptake for cervical screening.
- Continue to encourage the uptake for childhood immunisations.
- Continue to monitor and act on the results of the patient survey particularly in response to access to the service.

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)	Requires improvement	
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 adviser and a shadow inspector.

Background to Elgar House

Elgar House is situated in Redditch. An independent pharmacy is also based in the premises. Elgar House is registered with the Care Quality Commission to deliver the following Regulated Activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The surgery holds a General Medical Services (GMS) contract with NHS England. The GMS contract is a contract agreed nationally between general practices and NHS England for primary care services to local communities. At the time of our inspection, Elgar House was providing medical care to 14,829 patients.

There are two parking bays for disabled patients at the side of the practice. Other patients can use the public car park which is directly opposite the practice. Redditch bus station and railway station are within a few minutes' walk of the practice. The practice has facilities for disabled patients.

The practice is situated in an area with mid levels of deprivation. Information published by Public Health England rates the level of deprivation within the practice population group as five, on a scale of one to ten, where ten is the least deprived.

There are four GP partners and six salaried GPs (a mix of male and female GPs).

They are supported by the practice manager, a deputy practice manager, a clinical pharmacist, a two specialist nurse practitioner, two practice nurses, three healthcare assistants, and a reception and administrative team.

Elgar House is an approved training practice for trainee GPs. A trainee GP is a qualified doctor who is training to become a GP through a period of working and training in a practice. At the time of our inspection there was one GP registrar.

The practice also offers placements to medical students from the University of Birmingham; the practice currently had two medical students.