

# Castle Meadows Surgery

## Inspection report

100 Milking Bank  
Dudley  
DY1 2TY  
Tel: 01384234737

Date of inspection visit: 22 November 2021  
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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 to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced inspection at Castle Meadows Surgery on 22 November 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led – Good

## Why we carried out this inspection

This inspection was a comprehensive inspection and was carried out as part of our inspection programme. The inspection included:

- The safe, effective, caring, responsive and well-led key questions.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A site visit

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

## We have rated this practice as Good overall

# Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse.
- Patients received effective care and treatment that met their needs.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment. There was clinical oversight and effective systems for quality improvement.
- 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.
- There were processes in place to manage risk, issues and performance.
- 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**:

- Continue to improve systems to identify carers registered at the practice so they can be better supported.
- Improve the system to manage complaints including the documentation when responding to written complaints.

We found an area of **outstanding** practice:

- Through the pandemic the practice was flexible in providing telephone and face to face appointments to meet the needs of their population. Evidence we reviewed showed from April 2021 to November 2021 the practice offered a significant amount of additional appointments each week compared with contractual arrangements. We saw evidence of the practice responding to meet the needs of vulnerable patients even when the practice had met capacity.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who also undertook a site visit.

## Background to Castle Meadows Surgery

Castle Meadows Surgery is located in Dudley at:

100 Milking Bank

Dudley

West Midlands

DY1 2TY

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

The practice is situated within the Black Country and West Birmingham Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a population of about 5,931 patients. This is part of a contract held with NHS England.

Information published by Public Health England shows that the level of deprivation within the practice population group is ranked as seven out of 10, with 10 being the least and one being the most deprived.

According to the latest available data, the ethnic make-up of the practice area is 89% from a white ethnic background with a further 11% of the population originating from Black, Asian, mixed or other non-white ethnic groups.

The practice partnership is between a GP and Advanced Nurse Practitioner (both male). They are supported by two salaried GP's (both female), two advanced nurse practitioners (both female) and a practice nurse (female). The practice is supported by a practice manager, a business manager and a team of administrative and reception staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a face to face appointment.

Out of hours services are provided by West Midlands Ambulance Service via NHS 111.