

Bilston Health Centre

Inspection report

Prouds Lane
Bilston
WV14 6PW
Tel: 01902490100
www.drmudigondaandpartners.nhs.uk

Date of inspection visit: 18 October 2023
Date of publication: 21/11/2023

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 comprehensive inspection at Bilston Health Centre on 16th – 18th October 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection in August 2016 the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Bilston Health Centre, on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

Outline focus of inspection to include:

- Key questions inspected.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short 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.

Overall summary

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.
- 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.

However:

- The management of patients prescribed high risk medicines which required monitoring was not always completed in line with national guidance.
- Patient notes were not always coded appropriately.
- The practice uptake rate for cervical screening for eligible patients was slightly under the national minimum requirement.
- The practice uptake rate for the percentage of children aged 5 who have received immunisation for measles, mumps and rubella is below the world health organisation target.
- Long term conditions Health checks did not always have sufficient notes added within the clinical system.

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

Do not use ensure or review, be directive and specific – for example: take steps, take action, improve, implement:

- The practice should take steps to ensure medication which is taken weekly has a specific date on the prescription.
- The practice should take action to ensure coding is appropriate.
- The practice should take action to increase the percentage of children aged five years had received immunisation for measles, mumps and rubella to the world health organisation target of 95%.
- The practice should take steps to increase the uptake rate of cervical screening for eligible patients.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector and 2 further GP inspectors who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Bilston Health Centre

Bilston Health Centre is located in Wolverhampton at:

Dr Mudigonda's General Practice

Bilston Health Centre,
Proud's Lane,
Bilston,
WV14 6PW

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 is situated within the Black Country Integrated Care board (ICB) and delivers General Medical Services (GMS) to a patient population of about 4,040. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, within the Wolverhampton Southeast Collaborative Primary Care Network (PCN) with 11 other local GP surgeries, including 2 other surgeries based within the Bilston Health Centre.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 14.5% Asian, 73.6% White, 5.7% Black, 5% Mixed, and 1.1% Other.

The age distribution of the practice population has a slightly higher young people populations that the local and national averages. There are a similar number of male and female patients registered at the practice.

There is a team of 2 GPs and 2 registrars. The practice has a team of 1 nurse, 1 Independent prescriber and a health care assistant who provide clinics for long-term condition. The GPs are supported at the practice by a team of reception/ administration staff including a practice manager and senior receptionist.

The practice is open between 08.30 am to 6.30 pm Monday, Tuesday, Wednesday and Friday and 8.30 to 13.00 on a Thursday (the phone lines are open from 08.00 Monday to Friday). The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the PCN where late evening and weekend appointments are available. Out of hours services are provided by 111.