

Dudley Wood Surgery

Inspection report

10 Quarry Road
Dudley
DY2 0EF
Tel: 01384569050

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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

The service is rated as Good overall. (Previously rated Inadequate in January 2020)

We carried out an unannounced comprehensive inspection at Dudley Wood Surgery on 23 January 2020. The overall rating for the practice was Inadequate. It was placed into special measures and a notice of decision was issued. The full comprehensive report from the January 2020 inspection can be found by selecting the 'all reports' link for Dudley Wood Surgery on our website at www.cqc.org.uk.

This was an announced comprehensive inspection. We took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering how we carried out this inspection. We therefore undertook some of the inspection processes remotely and spent less time on site. We conducted staff interviews on 16 and 17 November 2020 and carried out a shortened site visit on 19 November 2020.

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 found the practice had made significant improvements across several areas of non-compliance identified at our previous inspection and during a global pandemic. We have now rated this practice as Good overall and Good for all of the population groups except working age people (including those recently retired and students) as Requires Improvement.

We found that:

- 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.
- The practice used clinical audit as a method of identifying where improvements were required.
- 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.
- The practice had a clear vision and set of values that prioritised quality and sustainability.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm. There were systems and processes in place for the recruitment of staff in accordance with the regulations.
- We found health and safety, fire safety risk assessment, security risk and infection control assessments had been completed at the practice premises.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There was a clear vision and strategy which was kept under review.
- Governance structures had been strengthened, this included the monitoring of risk, quality and performance.

We have rated the population group of working age people (including those recently retired and students) as Requires Improvement because:

- Cancer screening uptake rates including cervical screening were below the national averages and action taken by the practice had not yet demonstrated improved outcomes.

Overall summary

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

- Continue to increase the uptake for cervical, breast and bowel screening.
- Continue to increase the uptake for childhood immunisations.
- Continue to document all significant events & associated learning in practice meeting minutes.
- Continue with steps to engage with a patient participation group

As a result of this inspection, I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this 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 lead CQC inspector who worked remotely, and a second CQC inspector and a GP specialist advisor who completed an onsite visit.

Background to Dudley Wood Surgery

Dudley Wood Surgery 10 Quarry Road, Dudley, DY2 0EF is located in the Dudley area of the West Midlands in a detached house. 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.

Dudley Wood Surgery is a member of the Dudley Clinical Commissioning Group (CCG) and provides services to patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. At the time of our inspection there were approximately 2,583 patients registered at the practice.

Parking is available on-site and a chaperone service is available for patients who request the service. This is advertised throughout the practice.

The practice is led by a single-handed GP who employs a long-term locum GP, a practice nurse and a health care assistant. The lead GP and the practice manager form the practice management team and they are supported by a team of five staff members who cover reception, secretarial and administration roles.

The National General Practice Profile states that 91% of the practice population is from a white ethnic background with a further 9% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open between 8am and 6.30pm Monday to Friday with extended hours on Mondays between 7am and 8am and 6.30pm and 8.30pm. Home visits are available for patients who are too ill to attend the practice for appointments.

The practice does not provide out of hours services to their own patients. When the practice is closed, patients are directed to contact Malling Health via 111.

The practice website can be viewed at: www.dudleywoodsurgery.co.uk