

St Paul's Partnership - Lyng Medical

Inspection report

Lyng Centre For Health & Social Care
Frank Fisher Way
West Bromwich
B70 7AW
Tel: 01216122300

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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 responsive to people's needs?

Good



Overall summary

We carried out an announced assessment of St Paul's Partnership – Lyng Medical on Wednesday 17 January 2024.

This was a targeted review of responsive services. The practice was previously inspected in March 2019 and had previously been rated good overall and good in safe, effective, caring, responsive and well led. Any previous ratings for the overall rating, safe, effective, caring and well-led will be unchanged following this review.

Rating at this assessment:

Responsive – Good.

How we carried out the assessment

This assessment was carried out virtually, through an online meeting and review of documents.

This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A virtual meeting with the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the assessment,
- 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 for responsive services.

We found that:

- Patients could access care and treatment in a timely way.
- The practice had an appropriate phone system and was monitoring capacity and demand.
- The practice had access via online forms.
- There was clinical triage of patient requests for appointments and ongoing treatment in place which was being monitored.
- There was a focus on continuous improvement in access to the practice.

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 Healthcare

Our inspection team

The assessment was carried out by a CQC lead inspector who spoke with staff using video conferencing and reviewed documents remotely.

Background to St Paul's Partnership - Lyng Medical

St Paul's Partnership – Lyng Medical is situated in a purpose-built health centre based on the ground floor of the Lyng Centre for Health and Social Care, in the West Bromwich area of the West Midlands. Public Health England data ranks the levels of deprivation in the area as 2 out of 10, with 10 being the least and 1 being the most deprived. Approximately 3,370 patients are registered with the practice. The National General Practice Profile stated that approximately 44% of the practice population were white, 36% were Asian and 20% of the population were black, mixed or other non-white ethnic groups

The service is registered to provide the regulated activities of Diagnostic and screening procedures, Maternity and midwifery services, Surgical procedures, and the Treatment of disease, disorder or injury.

The practice is led by 3 partners consisting of a lead GP partner (male), a practice manager partner and a practice business partner. The clinical team includes 2 long term sessional locum GPs (one male and one female), a practice nurse, two healthcare assistants, one physiotherapist and two pharmacists. The practice staff also include one care coordinator and one GP assistant, and they are supported by a team of administrative staff who cover reception, administrative and secretarial duties.

The practice is open between 8am and 6.30pm on weekdays. The practice is a member of the Sandwell Health Partnership Federation which allows for patients to access appointments on evenings from 6.30pm to 8pm, on weekends from 8am to 8pm. These appointments can be accessed through the federation hub arrangements which rotates across six local hub practices. Patients are diverted to the GP out of hours service when the practice is closed. Patients can also access advice through the NHS 111 service.