

Three Villages Medical Practice

Quality Report

Stourbridge Health and Social Care Centre
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Date of inspection visit: 10 October 2017
Date of publication: 13/12/2017

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 service

Good 

Are services safe?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We previously carried out an announced comprehensive inspection of Three Villages Medical Practice on 18 January 2017. The overall rating for the practice was good with requires improvement for providing a safe service. The full comprehensive report on the 18 January 2017 inspection can be found by selecting the 'all reports' link for Three Villages Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 10 October 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations identified at our previous inspection on 18 January 2017. This report covers our findings in relation to those requirements.

Our key findings were as follows:

- An effective system had been implemented to ensure clinical alerts such as those from the Medicines and Healthcare products Regulatory Agency (MHRA) were communicated to appropriate staff and appropriate actions taken.

- The practice had effective systems to manager patients experiencing poor mental health (including people with dementia).

Further improvements included:

- A strong relationship had been developed with the patient participation group and we saw that active engagement was supported and encouraged by the practice.
- In 2017, the practice had achieved an increase in 18 of the 22 indicators that make up the annual National GP Survey.
- Quality performance data for patient outcomes was consistently above average when compared to other local practices and overall performance positioned in the practice in the best quartile for Dudley Clinical Commissioning Group (CCG).

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

- The provider had implemented an effective system to receive and act on alerts. The system included repeat auditing to monitor if any new patients may be at risk.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

- The practice had an appointed lead for mental health. We saw that the lead coordinated care internally as well as providing feedback to the clinical commissioning group (CCG).
- The mental health lead was able to demonstrate a comprehensive management of patients on the mental health register.
- Staff had received dementia training, dedicated dementia clinics had been introduced and the clinical dementia lead worked jointly with community dementia advisors.

Good



Three Villages Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a second inspector.

Background to Three Villages Medical Practice

Three Villages Medical Practice is located in Stourbridge, West Midlands situated on the first and second floors of Stourbridge Health and Social Care Centre which is a multipurpose modern multi-tenanted building, providing NHS services to the local community. Three Villages Medical Practice is a multi-partnership practice run by three GP partners and is part of Stourbridge Health and Social Care Centre. Three Villages Medical Practice has a branch site at Wollaston Surgery, Stourbridge. Patients can be seen by staff at both surgery sites and systems and processes are shared across the two sites. As part of the inspection, we only visited the main surgery site.

Based on data available from Public Health England, the levels of deprivation in the area served by Three Villages Medical Practice are above the national average, ranked at seven out of 10, with 10 being the least deprived. Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial. The practice serves a higher than average patient population aged 60 to over 85s and below average for ages five to 24.

The patient list is 9,777, an increase of 137 since the last inspection. Services to patients are provided under a General Medical Services (GMS) contract with the Clinical Commissioning Group (CCG). GMS is a contract between general practices and the CCG for delivering primary care services to local communities.

The surgery has expanded its contracted obligations to provide enhanced services to patients; for example, Childhood Vaccination and Immunisation Scheme. An enhanced service is above the contractual requirement of the practice and is commissioned to improve the range of services available to patients.

On-site parking is available; there are designated parking spaces for motorcyclists and patients who display a disabled blue badge. The surgery has automatic entrance doors and is accessible to patients using a wheelchair.

The practice staff comprises of three GP partners, seven salaried GPs and one honorary GP (in total eight female and three male). In addition the clinical team includes two practice nurses and three health care assistants. Service delivery is supported by a practice business manager an assistant practice manager, an operations manager, a team of 10 part time receptionists and five administration staff. Administration services are undertaken at the main surgery; this includes the handling of telephone calls and appointment lines.

Three Villages Medical Practice is an approved teaching practice for fifth year medical students from Birmingham University.

The practice is open between 8am and 6.30pm Monday to Friday, except on Wednesdays where the practice is open between 7am and 6.30pm. Extended hours are offered on a

Detailed findings

Sunday morning between 8.30am to 11.30am for pre-bookable appointments with a GP, nurse or healthcare assistant. The branch site, Wollaston Surgery, is open between 8am and 1pm Mondays to Fridays except for Wednesdays when it remains open until 4.30pm.

GP consulting hours are from 8.30am to 6pm daily except for Wednesdays when consulting hours are from 7am to 6pm. The practice has opted out of providing cover to patients in their out of hours period. The out of hours service is provided by Malling Health. During this time patients can access the service through the NHS 111 service or by using the walk in service provided to patients at Russells Hall Hospital in Dudley.

Why we carried out this inspection

We previously undertook a comprehensive inspection of Three Villages Medical Practice on 18 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good with requires improvement in providing a safe service. The full comprehensive report following the inspection on 18 January 2017 can be found by selecting the 'all reports' link for Three Villages Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Three Villages Medical Practice on 10 October 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

How we carried out this inspection

Before our inspection we reviewed a range of information we held about the practice.

During our inspection we:

- Spoke with two GP partners and the practice business manager.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 18 January 2017, we rated the practice as requires improvement for providing safe services. This was because:

- There was no systematic approach to ensure alerts were communicated to appropriate staff and appropriate actions taken.

We issued a requirement notice in respect of the procedure for responding to patient safety alerts. We found arrangements had significantly improved when we undertook a follow up inspection of the service on 10 October 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and processes

The provider had implemented a new system for the management of safety alerts. There were allocated individuals responsible for managing any alert received by the practice. Each alert was documented in a log sheet, and this included alerts that did not require any action. We sampled recent alerts received since the last inspection and found that when required, appropriate action had been taken, and when not required, the alert had been added to the log sheet. The system included repeat searches of alerts to monitor if any new patients may be at risk. The information of alerts and resultant actions were seen to have been shared at team meetings.