

# Moss Grove Surgery - Kinver

## Inspection report

Kinver Health Centre, High Street  
Kinver  
Stourbridge  
West Midlands  
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www.mossgrovesurgery.co.uk

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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out a focussed inspection at Moss Grove Surgery Kinver on 12 September 2019 as part of our inspection programme. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: Effective and Well-Led. Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, Caring and Responsive from our last inspection in April 2016.

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 and good for all population groups with vulnerable adults rated as outstanding.**

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.
- The practice organised and delivered services to meet patients' needs. 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.

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

- Continue to develop their root cause analysis process for significant events.
- Expand the sodium valproate audit to include secondary care referrals.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Outstanding</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to Moss Grove Surgery - Kinver

Moss Grove Surgery is located in the Seisdon Peninsular area of South Staffordshire.

Moss Grove Surgery is located on the High Street, Kinver.

The surgery has limited transport links and there is a pharmacy located nearby.

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; family planning and surgical services.

Moss Grove Surgery Kinver is a member of the South East Staffordshire and Seisdon peninsula. The practice had recently had permission from the Clinical Commissioning Group (CCG) and National Health Service England (NHSE) to change from NHS South East Staffordshire and Seisdon Peninsula Clinical Commissioning Group to NHS Dudley Clinical Commissioning Group. The practice plan to change CCG in April 2020.

The practice is part of the Kingswinford and Wordsley Primary Care Network (PCN) formed in July 2019. Primary care networks build on the core of current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care.

The practice has a sister surgery Moss Grove surgery in Kingswinford, who are members of the Dudley Clinical Commissioning Group. The Kingswinford surgery is registered with CQC as a separate entity and therefore was not inspected as part of this inspection.

The practice provides services to 5,400 patients under the terms of a general medical services (GMS) contract. This is the most common sort of contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership who are supported by salaried GPs, two practice nurses, and a healthcare assistant. The clinical team are supported by a practice manager and an administrative team comprising of secretaries, receptionists and administrators.

Kinver has a population of approximately 10,000 residents. The area is less deprived and has low unemployment when compared to national averages.

The population distribution shows above national average numbers of patients over 65 years of age. The ethnicity data for the practice shows 98% of patients are white British.

The practice opens from 8am to 6.30pm, Monday to Friday. The practice offers extended hours in partnership with other local practices. When the practice is closed patients are advised to call the NHS 111 service or 999 for

life threatening emergencies. The practice has opted out of providing an out of hours service choosing instead to use a third-party provider. The nearest hospital with an A&E unit and a walk-in service is Russells Hall Hospital, Dudley.

Further details about the practice can be found by accessing the practice's website at [www.mossgrovesurgery.co.uk](http://www.mossgrovesurgery.co.uk)