

Henley Green Medical Centre

Inspection report

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Coventry
West Midlands
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<https://www.henleygreenmc.nhs.uk/Home>

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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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We previously carried out an announced comprehensive inspection at Henley Green Medical Centre on 10 January 2017. Following this inspection, we rated the practice as requires improvement overall, with requires improvement ratings for all patient population groups.

We subsequently carried out a further inspection on 26 September 2017. Following this inspection, we rated the practice as good overall, with good ratings for all patient population groups.

We carried out an announced comprehensive inspection at Henley Green Medical Centre on 5 February 2019 as part of our inspection programme. The provider had changed from a partnership to a sole provider since the most recent previous inspection in September 2017. As a result, this was the first inspection we have carried out of the sole provider.

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.

We have rated this practice as requires improvement for providing effective services. The practice had not identified and implemented sufficient actions to improve outcomes that were below average for some population groups.

People with long-term conditions; families, children and young people; and people experiencing poor mental health (including people with dementia) were rated as requires improvement. All other population groups were rated as good.

We have rated the practice as **requires improvement** for providing effective services because:

- The practice had not identified and implemented sufficient actions to improve sustained outcomes for certain population groups. This included people with long-term conditions; families, children and young people; and people experiencing poor mental health (including people with dementia).

- The practice had not identified and implemented actions to address childhood immunisation uptake rates, which were below World Health Organisation (WHO) targets.
- The practice had not identified and implemented actions to address cancer screening rates, which were below local and national averages.

We have rated the practice as **good** for providing safe, caring, responsive and well-led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines and best practice.
- There were comprehensive policies and procedures to support best practice, and these were regularly reviewed and updated.
- There was an open and transparent approach to safety and a system in place for recording, reporting and learning from significant events. The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse, and for identifying and mitigating risks to health and safety.
- There were clear responsibilities, roles and systems of accountability to support effective governance.
- Patient feedback was in line with regional and national averages.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice had sought support from the local Clinical Commissioning Group (CCG) and had engaged with other stakeholders to improve performance and outcomes.

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

- Identify and implement actions to improve performance for people with long-term conditions; families, children and young people; and people experiencing poor mental health (including people with dementia).

Overall summary

- Identify and implement actions to improve the uptake for childhood immunisation.
- Identify and implement actions to improve cancer screening rates.

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	Requires improvement	
Families, children and young people	Requires improvement	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Requires improvement	

Our inspection team

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

Background to Henley Green Medical Centre

Henley Green Henley Green Medical Centre is a practice situated in the Henley Green area of Coventry, serving patients in the surrounding areas. The practice has a small branch surgery site – The Crossley Practice - which is situated approximately one mile away in the Bell Green area of the city. We visited both premises as part of our inspection.

At the time of our inspection the practice was engaged in a building project which will result in the closure of the branch surgery and moving to a new, purpose-built premises during 2019-20.

The practice is located within the Coventry local authority, and is one of 69 practices serving the NHS Coventry and Rugby Clinical Commissioning Group (CCG) area.

The practice provided services for 7,922 patients at the time of our inspection.

The National General Practice Profile indicates that 74% of the practice population are from a white background, 12% from a black background, and 9% from an Asian background. The remaining 5% of the population originate from mixed or other ethnic groups.

Information published by Public Health England, rates the level of deprivation within the practice population group as level one, on a scale of one to ten. Level one

represents the highest levels of deprivation (and therefore most deprived areas) and level ten the lowest (least deprived). The practice covers an area which includes some areas of low employment.


There are good public transport links and a car parking available at both sites.

The provider is registered with CQC to deliver the following Regulated Activities: Diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; family planning; surgical procedures.


The practice is staffed by a lead GP, four salaried GPs (two male and two female), a clinical pharmacist, three practice nurses, two health care assistants, a practice manager, and a team of administrative and reception staff.

The practice is open from 8am to 6pm on weekdays, except on Thursdays when it is open from 8am to 1pm only. The branch surgery is open from 8am to 1pm and 2.30pm to 6pm on weekdays, except Thursdays when it is open from 8am to 1pm only. The practice does not provide services at weekends.

Home visits are available for patients who are housebound or too ill to attend the practice. This is at the discretion of practice staff.



The practice does not provide out of hours services to their own patients. When the practice is closed (including on Thursday afternoons and from 6pm to 6.30pm on all other weekdays) patients are directed to contact the West Midlands Ambulance Service out of hours facility via NHS 111.



The practice website provides information about the services provided by the practice, and can be viewed at: <https://www.henleygreenmc.nhs.uk/Home>.