

Chapel Street Medical Centre

Inspection report

87 Chapel Street
Lye
Stourbridge
DY9 8BT
Tel: 01384897668
www.chapelstreetsurgery.nhs.uk

Date of inspection visit: 21 October 2021
Date of publication: 16/11/2021

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced inspection at Chapel Street Medical Centre on 21 October 2021. This inspection was undertaken to confirm that the practice had carried out their plan to meet the legal requirements regarding the breaches in regulation set out in warning notices we issued to the provider in relation to Regulation 17 Good Governance.

At the last inspection in June 2021 we rated the practice as Requires Improvement overall. This will remain unchanged until we undertake a further full comprehensive inspection within six months of the publication date of the initial report.

The full reports for previous inspections can be found by selecting the 'all reports' link for Chapel Street Medical Centre on our website at www.cqc.org.uk

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

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 that:

- The practice had complied with the warning notices we issued and had taken the action needed to comply with the legal requirements.
- We found that patients who were treated with medicines that required additional monitoring had received the appropriate blood tests prior to prescribing.
- The practice had reviewed and improved systems to manage patient safety alerts. Records we checked showed that most alerts were actioned appropriately. Where we found gaps, we discussed these with the practice. The practice told us of the action they were taking immediately after the inspection to improve systems further.
- The practice had reviewed and improved their systems to manage patients at risk of developing diabetes.
- The practice had reviewed and improved processes to more effectively manage recruitment files and staff training.

Whilst we found no breaches in regulation, the provider **should**:

Overall summary

- Continue to review and improve systems to manage safety alerts.
- Continue to review and improve systems to manage recruitment files.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and a second inspector who undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Chapel Street Medical Centre

Chapel Street Medical Centre is located in Stourbridge, West Midlands:

87 Chapel Street

Lye

Stourbridge

West Midlands

DY9 8BT

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

The practice is situated within the Black Country and West Birmingham Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 2,650. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in the Stourbridge, Wollescote and Lye Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

The National General Practice Profile states that 70% of the practice population is from a white ethnic background with a further 30% of the population originating from black, Asian, mixed or other non-white ethnic groups.

The clinical team includes two GP partners (one male and one female). At the time of our inspection only one GP partner was carrying out clinical duties at the practice and was supported by two locum GPs and a part time nurse.

The clinical team are supported by a part time practice manager, and a team of receptionists and administrators.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments are telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of appointment.

Extended access is provided locally by Stourbridge, Wollescote and Lye Primary Care Network (PCN), where late evening and weekend appointments are available. Out of hours services are provided by West Midlands Ambulance Service via NHS 111.