

Warley Road Surgery

Inspection report

118 Warley Road
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West Midlands
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Date of inspection visit: 8 October 2019
Date of publication: 19/11/2019

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 effective?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced focussed inspection at Warley Road surgery on 8 October 2019 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective and Well-led.

Because of the assurance received from our review of information we carried forward the rating for the following key questions: Safe, Caring and Responsive.

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, except for Families, children and young people and Working age people (including those recently retired and students) which were rated as Requires Improvement.

We found that:

- The practice had reviewed their system of managing safety alerts to ensure the appropriate actions were taken.
- Systems had been implemented to ensure emergency equipment was regularly checked.
- To increase the uptake of bowel cancer screening, the practice telephoned patients and spoke with them in their first language to encourage them to attend appointments.

- The practice monitored vulnerable patients to reduce avoidable admissions.
- National GP patient survey results were higher than average for a number of questions. The results were reviewed and discussed at team meetings.
- The staff were aware of the difficulties of maintaining confidentiality at the reception desk and did their utmost to ensure conversations could not be overheard.
- The practice continually reviewed the effectiveness of their services and had implemented a range of initiatives to support patients in the community.
- Learning was encouraged and staff were given opportunities to develop the skills required for their roles and responsibilities.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- There was continuous commitment to patients and external stakeholders to share information, ideas and improvements. This included supporting in house advice groups to support patients in the management of their conditions.

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

- Continue to encourage patients to attend cancer screening.
- Review current system for the monitoring of Patient Group Directions to ensure they are up to date.
- Continue to monitor childhood immunisations to ensure targets are being met.

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

Our inspection team

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

Background to Warley Road Surgery

Warley Road Surgery is located in Oldbury, West Midlands. The surgery has good transport links and there are several pharmacies located nearby. The practice is located in a residential building with limited car parking. The consulting rooms are located over two floors. There is no lift access, however patients who cannot use the first floor rooms are seen on the ground floor consulting rooms.

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

Warley Road Surgery is situated within the Sandwell and West Birmingham Clinical Commissioning Group (CCG) and provides services to approximately 3,200 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice is a partnership between the lead GP (female) and the business manager. A long term locum

GP (male) supports the Lead GP and two part time locum practice nurses work one day a week. There is a practice manager and a team of administration and reception staff.

The practice opening hours are Monday to Friday 8am until 6.30pm. Extended hours are available at the practice on a Tuesday evening from 6.30pm to 7pm. The practice is part of a primary care network and patients had access to appointments from 6.30pm to 8pm Monday to Friday and 8am to 10am Saturday and Sunday at the local hub. When the practice is closed, out of hours cover is provided by Badger out of hours services and NHS 111.

The National General Practice Profile states that 48.8% of the practice population is from a Black and Ethnic Minority Groups (BME). Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.