

# Coalway Road Medical Practice

## Inspection report

117-119 Coalway Road  
Penn  
Wolverhampton  
WV3 7NA  
Tel: 01922339296  
www.coalwayroadsurgery.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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Coalway Road Medical Practice on 20 August 2019 as part of our inspection programme. The service was previously inspected in May 2015 and was rated good overall. The service had a further inspection in December 2017 and was rated requires improvement overall. The reports for the inspections in May 2015 and December 2017 can be found by selecting the 'all reports' link for Coalway Road Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

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.**

Following the inspection in December 2017 we found that the practice had made improvements and acted on the requirements and recommendations made in respect of safe services. We found that:

- Staff had received up-to-date safety training appropriate to their role.
- Safe recruitment practices were followed.
- Systems were in place to ensure all equipment used at the practice was serviced and safe to use.
- Health and safety risk assessments were completed and monitored.
- Systems had been put in place to demonstrate that staff were aware and educated on the significance of NICE guidance for the assessment of patients with presumed sepsis

At this inspection we rated the practice as **requires improvement** for providing safe services because:

- The practice did not have effective systems in place for the safe prescribing and monitoring of all high-risk medicines.
- Systems for monitoring medicines stocked at the practice were not effective to ensure medicines that had reached their expiry date were replaced in a timely manner.

Following the inspection in December 2017 we found that the practice had made improvements and acted on the

requirements and recommendations made in respect of having effective and well led services. At this inspection we rated the practice as **good** for providing effective, caring, responsive and well led services because:

- The practice overall performance for the Quality Outcome Framework (QOF) performance score had improved. The published QOF results for 2017/2018 was 93% compared to 85% in the previous year.
- The provider, the Royal Wolverhampton NHS Trust had ensured that all the learning and training needs of staff had been met and were up to date.
- The practice had systems to keep clinicians up to date with current evidence-based practice.
- We saw that clinicians assessed needs and delivered care and treatment in line with current legislation, standards and guidance.
- Patients' needs were fully assessed. This included their clinical needs and mental and physical wellbeing. We saw detailed care records supported by clear clinical pathways and protocols.
- The practice used electronic care plan templates to plan and monitor the care of patients. We saw no evidence of discrimination when making care and treatment decisions.
- Staff advised patients what to do if their condition got worse and where to seek further help and support.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Policies and procedures were up to date to ensure safety and provide assurances that they were operating as intended.
- Clear and effective processes for managing risks and performance were in place.

## **The areas where the provider must make improvements are:**

- Care and treatment must be provided in a safe way for service users.

## **The areas where the provider should make improvements are:**

- Provide safeguarding training in line with recent guidance.
- Develop appropriate systems for checking medicines held at the practice so that medicines identified as coming to their expiry date are replaced in a timely manner.

# Overall summary

**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>Good</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 and a practice manager specialist advisor.

## Background to Coalway Road Medical Practice

The Royal Wolverhampton NHS Trust (RWT) has been the registered provider for Coalway Road Medical Practice since July 2018. All staff have transferred to RWT and are salaried employees of the Trust.

Coalway Road Medical Practice is a well-established GP practice situated in Wolverhampton. The practice operates from converted residential premises. There is access for patients who use wheelchairs. The practice has a higher proportion of patients between the ages of 18 and 65 years (40%) compared with the local average of 33% and the average across England of 35%. At the time of our inspection, the practice had approximately 4,905 registered patients. The ethnicity of patients registered at the practice was approximately 70% white and 21% Asian. The remaining 9% were identified as mixed race, black and other race. The practice is in the least deprived decile in the city. This may mean that there is a decreased demand on the services provided.

Coalway Road Medical Practice is a member of the NHS Wolverhampton Clinical Commissioning Group (CCG). The practice provides services to patients of all ages based on a General Medical Services (GMS) contract with NHS England for delivering primary care services to their

local community. Services provided at the practice include the following clinics; long-term condition management including asthma, diabetes, minor surgery, hypertension (high blood pressure) and immunisation. The practice does not provide an out-of-hours service to its own patients but patients are directed to the out of hours service, Vocare, via the NHS 111 service. The level of income deprivation affecting children is 36.5%, which is lower than the England average of 38.2%. The level of income deprivation affecting older people is 34.7% which is higher than the England average of 27%.

The team of clinical staff at Coalway Road Medical Practice is made up of three salaried GPs (two male, one female). The GPs work a total of 23 sessions between them. Other clinical staff include two practice nurses and a clinical pharmacist. The clinical staff are supported by a practice manager, and administration and reception staff. There are 14 staff working at the practice either full or part time hours.

Additional information about the practice is available on their website:

[www.coalwayroadsurgery.co.uk](http://www.coalwayroadsurgery.co.uk)

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment <b>How the regulation was not being met:</b> The provider had failed to ensure the proper and safe management of medicines; <ul style="list-style-type: none"><li>• A record of blood test results was not recorded for all patients that were prescribed a high-risk anticoagulant medicine.</li></ul> This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.