

OHP-Dr G Horton's Practice

Inspection report

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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 an announced comprehensive inspection at OHP-Dr G Horton's Practice on 21 March 2019.

This practice was inspected in July 2016 under its previous provider registration, we rated the practice as good overall. This inspection was the first since the practice registered with the new provider Our Health Partnership (OHP). We have rated the practice as good overall.

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

- The practice had adequate 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.
- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. The results

of the national GP patient survey showed the practice was above the local and national averages in questions relating to confidence, trust and patients overall experience of the GP practice

- The practice had responded to patient feedback to improve access.
- There was strong and visible leadership which supported governance. Systems and processes were in place for learning, continuous improvement and innovation.

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

- Review the exception reporting rates for patients with Osteoporosis to ensure patients are exception reported appropriately.
- Consider how to increase the uptake for immunisations and cancer screening and explore ways to improve cancer detection rates.
- Continue to monitor patient satisfaction in relation to access and explore ways to improve.
- Ensure systems are in place to capture all types of complaints so that themes and trends can be identified and acted on.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
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)	Good 

Our inspection team

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

Background to OHP-Dr G Horton's Practice

OHP-Dr G Horton's Practice also known as College Road Surgery is part of the provider at scale organisation Our Health Partnership (OHP). Our Health Partnership (OHP) currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. The provider has a centralised team to provide support to member practices in terms of quality, finance, workforce, business planning, contracts and general management, whilst retaining autonomy for service delivery at individual practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally. OHP-Dr G Horton's Practice was added as a location to the providers Care Quality Commission (CQC) registration in August 2018.

The practice is registered with the CQC to carry out the following regulated activities diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services and Surgical procedures. However, the practice was providing some family planning services although not registered to do so, this was an oversight and the practice was taking action

immediately to address this to ensure compliance with the conditions of registration. The practice is part of the NHS Birmingham and Solihull Clinical Commissioning Group (CCG).

The practice provides NHS services through a General Medical Services (GMS) contract to approximately 11,200 patients. A GMS contract ensures practices provide essential services for people who are sick as well as, for example, chronic disease management and end of life care and is a nationally agreed contract. The practice also provides some enhanced services such as childhood vaccinations. The practice is located in an urban area of Birmingham with high levels of deprivation (within the most deprived 10% in the country). The premises are modern and purpose built for providing primary medical services and has a pharmacy attached. Services are delivered across two floors, with lift and stair access to the upper floor. The premises are owned by the partners of the practice however, a number of health and community services are provided rooms to deliver services.

The practice currently has six GP partners (three male and three female). There is a team of nursing staff consisting of two advance nurse practitioners, two practice nurses including one ARTP trained (The Association for Respiratory Technology and Physiology). There is also a

diabetes specialist nurse and two health care assistants. Other practice staff include a practice manager, assistant manager and a team of administrative / reception staff who support the daily running of the practice. The practice is a training practice for foundation year doctors.

The practice is open between 8.20am and 6.30pm Monday to Friday. There is extended opening hours on a Monday evening between 6.30pm and 8.30pm. The practice telephone lines are open from 8am each day. Appointments are available usually on Monday between 8.30am to 11.30am and 3.30pm to 8.20pm and Tuesday to Friday between 8.30am to 11.30am and 3.30pm to 6.20pm, with some clinics starting at 1.30pm.

The CCG has commissioned an extended hours service. The extended hours service operates between 6.30pm and 8pm Monday to Friday, 9am to 1pm Saturday and 10am to 1pm on a Sunday. The service is available at a local GP practice which is part of a GP "Hub". This involves working with a local practice within a wider Primary Care Network. Appointments are booked by patients through their GP practice.

The practice has opted out of providing an out-of-hours service. When the practice is closed primary medical services are provided by an out-of-hours provider (BADGER).