

OHP-Church Road Surgery

Inspection report

90 Church Road
Sheldon
Birmingham
West Midlands
B26 3TP

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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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection of OHP-Church Road Surgery on 30 January 2019 as part of our inspection programme. There is a branch surgery (Tile Cross Surgery) but we did not visit that site on the day.

The practice was previously inspected under the previous provider in March 2017 and was rated Requires Improvement overall, with Requires improvements ratings in Safe, Effective, Responsive and Well-led and a Good rating in Caring.

During this inspection in January 2019, 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 requires improvement for responsive and all population groups.

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

- Patient feedback on the national GP patient survey regarding experience of making an appointment was significantly below local and national averages. The practice was aware and taking steps to address this. As a result of our findings in responsive, all population groups have been rated as requires improvement.

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

The practice provided care in a way that kept patients safe and protected them from avoidable harm.

- Patients received effective care and treatment that met their needs.
- Patient outcomes for those with long term conditions were in line with other practices nationally with low levels of exception reporting.
- Uptake of national cancer screening programmes were also consistent with other practices nationally and child immunisation uptake exceeded World Health Organisation targets.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Since our previous inspection there had been significant changes in the management of the service which had led to improvements for patients now and with future benefits intended.

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

- Continue to explore and develop ways to improve telephone access and experience of patients when making appointments.
- Review the storage of cleaning equipment.
- Review cleaning schedules to ensure they are sufficiently detailed to demonstrate areas being cleaned.
- Review the safety procedures in place to prevent the medicines fridge being turned off accidentally.

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	Requires improvement 
People with long-term conditions	Requires improvement 
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	Requires improvement 
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 an additional CQC inspector and a GP specialist advisor.

Background to OHP-Church Road Surgery

OHP- Church Road Surgery is part of the provider at scale organisation Our Health Partnership (OHP). The practice registered with CQC under the provider organisation OHP in August 2018.

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

The practice is registered to provide the following regulated activities from its registered address and branch surgery:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

Its registered address is 90 Church Road, Sheldon. Birmingham B26 3TP. The branch surgery address is Tile Cross Surgery, 144 Tile Cross Rd, Birmingham B33 0LU.

Overall, the service provides care to approximately 11,400 patients.

Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice population is predominantly white British.

The service has one registered patient list across the main and branch surgery and patients are able to access services at either of the two sites. The service uses a shared IT system which enables secure access to shared patient record functions. In addition, staff are able to work flexibly across the two practices to support patient demand.

One of the GP partners is registered as the CQC registered manager.

The practice employs three GPs (one male and two female). Three nurses and two healthcare assistants. There is a practice manager who is supported by a team of administrative and reception staff, some of which also carry out secretarial and call handling duties.

The service offers training and teaching facilities, which means GP trainees and foundation year

doctors are able to undertake part of their training at the practice.

The practice offers pre-bookable, same day face to face consultations and telephone consultations with a health care professional. The service also offers home visits to house bound patients on request, a clinician may contact the patient prior to visit to determine the nature of the

illness. Individual opening and appointment times are set out in the evidence tables. Patients can access extended hours appointments on weekday evenings from 6.30pm until 8pm and on Saturday mornings at another practice locally through the extended access hub arrangement.

When the practice is closed patients are automatically diverted to the GP out of hours service provided by the Badger. Patients can also access advice through the NHS 111 service.