

The Laurie Pike Health Centre

Inspection report

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Overall summary

We carried out an announced focussed inspection at The Laurie Pike Health Centre on 6 February 2020 following concerns we had received around the management of patients with long term conditions.

This inspection looked at how effective services were for the population group 'people with long term conditions'.

We found that:

- Staff had appropriate support and supervision from GPs.
- Nursing staff were working within their competencies, and those staff caring for and treating patients with long term conditions had received appropriate training.
- From patient records we reviewed we found that not all patients with diabetes had received effective care and monitoring in line with national guidelines.

- The practice was aware their pathway for recalling patients was not effective and had implemented a revised system for coordinating their recalls in January 2020.

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

- Continue to monitor and improve their systems and pathways for the management of patients with diabetes.

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. The team included a GP specialist advisor, and a practice nurse specialist advisor.

Background to The Laurie Pike Health Centre

The Laurie Pike Health Centre is situated in a purpose-built health centre in the Aston area of Birmingham. The health centre has a branch practice approximately one mile away, based at Shanklin House Surgery also in the Aston area of Birmingham.

Public Health England data ranks the levels of deprivation in the area as one out of 10, with 10 being the least and one being the most deprived. Approximately 17,700 patients are registered with the practice. Patients can be seen at both practice sites.

The service is registered to provide the regulated activities of Diagnostic and screening procedures, Maternity and midwifery services, Surgical procedures, Family Planning and the Treatment of disease, disorder or injury.

During this inspection we did not inspect the branch site.

The practice is part of the Modality Partnership, an organisation operating across Sandwell, Birmingham, Walsall, Wokingham, Hull, Airedale, Wharfedale and Craven, Lewisham and East Surrey, providing NHS services to more than 410,000 patients. The partnership holds a corporate based organisational structure consisting of a national board, an executive divisional board, operational and clinical management groups, as well as management leads within these divisions.

The practice is led by a team of eight GP partners (male and female). There are nine salaried GPs (male and female) at the practice. The clinical team also includes two advanced nurse practitioners, three practice nurses and four healthcare assistants.

In addition, the practice employs a pharmacist as part of their team. The practice is a training practice providing training and teaching opportunities to trainee GPs and medical students.

The practice management is undertaken by a patient services manager, who is supported by an Area Manager. The practice team includes a team of administrative staff who cover administration and reception duties.

The practice is open between 8am and 6.30pm Monday to Friday. On Mondays, later appointments can be accessed at Shanklin House Surgery until 8.30pm and at The Laurie Pike Health Centre on Wednesdays, also until 8.30pm. On Saturdays, patients can access appointments at Enki Medical Practice through the Modality Partnership's extended access service. These appointments are available from 9am to 1pm.

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