

# Great Barr Medical Centre

## Inspection report

379 Queslett Road  
Birmingham  
B43 7HB  
Tel:

Date of inspection visit: 11 January 2024  
Date of publication: 27/02/2024

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

Not inspected

Are services well-led?

Inspected but not rated



# Overall summary

We carried out an announced focused inspection at Great Barr Medical Centre on 24 October 2023. We have not rated this inspection.

Well-led – not rated

Following our previous inspection on 26 and 27 April 2023, the practice was rated inadequate overall and for all key questions but rated as requires improvement for caring.

Following an unannounced inspection on 26 and 27 April 2023, we took urgent action to protect the safety and welfare of people using this service. Under Section 31 of the Health and Social Care Act 2008 we imposed a temporary suspension of six months on the registration of the provider in respect of the following activities: Diagnostic and screening procedures, Treatment of disease, disorder or injury, Family planning, Maternity and midwifery services and Surgical procedure at Great Barr Medical Centre. A follow up inspection was carried out on 24 and 31 October 2023, to review breaches of regulation from the previous inspection in line with our inspection priorities. We found ongoing concerns and an extended suspension was imposed for a further 3 months. This notice of extended suspension of the provider was imposed as there was no evidence to demonstrate that an assessment to monitor and drive improvement in the quality of services provided had been planned and the providers were unable to provide assurances that they had systems and processes in place to assess, monitor and mitigate any risks relating to the health, safety and welfare of people using services and others. The extended suspension took effect from Friday 3 November 2023.

The Black Country Integrated Care Board (ICB) who commissioned the services of the practice organised for a caretaking team to take over the practice during the suspension period to ensure patients received continuity of care.

The full reports for previous inspections can be found by selecting the 'all reports' link for Great Barr Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection to follow up breaches of regulation from a previous inspection in line with our inspection priorities.

As the providers are currently suspended from providing regulated activities at Great Barr Medical Centre the focus of this inspection was:

- The Well Led key question

## How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting GP partner interviews using video conferencing.
- Speaking with the caretaking team and staff on site
- A short site visit.

# Overall summary

## Our findings

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 and other organisations.

We found that:

- Since the previous inspection, changes had been made and one of the partners had now left the GP partnership. The 2 remaining GP partners had started to liaise with the clinical leads of the caretaking team to understand what new processes had been implemented in their practice.
- The GP partners had reflected on the risks that were identified through previous inspections and had held conversations with the clinical leads currently at the practice to prepare themselves to take over from the caretaking team when the suspension lapsed in February 2024.
- The GP partners provided an action plan of the systems they planned to implement and we received assurances on how they planned to effectively manage the practice and oversee all clinical areas of the practice to minimise any future risks.
- Regular communication between the 2 GP partners has improved and there was a unified approach to implementing changes and maintaining the current improvements that had been made by the caretaking team. The GPs demonstrated a commitment to ensure services to patients, staff welfare, communication and improvements to the care provided were regularly reviewed and monitored.
- We received assurances from the GP partners that they would continue with the ongoing improvements implemented by the caretaking team to ensure the safety of patients.
- The partners were aware that the communication breakdown that occurred had negatively impacted on staff and the running of the practice. They planned to implement weekly meetings that included all areas of the practice to ensure practice priorities were regularly reviewed and actioned, staff had the opportunity to share any concerns and the practice processes were sustained.

Following the interviews with the 2 GP partners on 11 January 2024, we received assurances that during the extended suspension period, sufficient improvements had been made to ensure appropriate care and treatment was in place and processes had been strengthened to mitigate further risk. We found the providers were ready to re-commence at the practice and the extended suspension lapsed on Friday 2 February 2024.

This service will remain in special measures. Services placed in special measures will be inspected again within six months. If insufficient improvements have been made such that there remains a rating of inadequate for any key question or overall, we will take action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement, we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration. Special measures will give people who use the service the reassurance that the care they get should improve.

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

# Overall summary

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff and undertook a short site visit. The team included a GP specialist advisor who spoke with the 2 GP partners using video conferencing facilities without visiting the location.

## Background to Great Barr Medical Centre

Great Barr Medical Centre is located in Birmingham at:

379 Queslett Road

Birmingham

B43 7HB.

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

The practice is situated within the Black Country Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 11,800. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices called a Primary Care Network (PCN). This practice is part of the Central Health Partnership PCN.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is ranked as level 6, with 1 being the most deprived and 10 being the least deprived. According to the latest available data, the ethnic make-up of the practice area is 70% White, 18% Asian, 7% Black, and 4% Mixed or Other.

There is a team of 2 GP partners (2 male). The GPs are supported by a nursing team which include 2 advanced care practitioners and a practice nurse. At the time of inspection there was a business manager in place and a team of reception/administration staff.

The practice is open between 8 am to 6.30 pm Monday to Friday. During the suspension period care and treatment is being provided by a caretaking team. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Out of hours services are provided by NHS111.