

Hockley Medical Practice

Inspection report

60 Lion Court
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Birmingham
West Midlands
B1 3AL

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Date of inspection visit: 28 March 2019

Date of publication: 23/04/2019

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



Overall summary

We carried out an announced follow up inspection at Hockley Medical Practice on 28 March 2019 to follow up on concerns that we identified during our inspection of the practice in March 2018.

During our inspection in March 2018 we rated the practice as good overall with a requires improvement rating for providing safe services and requires improvement for the population group, people whose circumstances may make them vulnerable.

We rated the practice and all other population groups as good for providing effective, caring, responsive and well-led services.

During this inspection in March 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.

During this inspection in March 2019, we found that the practice had responded appropriately to the concerns we identified during our inspection in March 2018 and we have rated this practice as good for providing safe services and good for the population group, people whose circumstances may make them vulnerable.

- The practice had reviewed their medicines management systems to ensure patients were monitored and reviewed in line with guidelines.
- We saw the practice had effective systems for monitoring patients on high risk medicines and responding to correspondence from secondary care.
- The practice had reviewed their storage and security of prescription stationery and the practice now had an effective monitoring and audit system in place.
- The practice had improved their monitoring systems for staff training and staff vaccination information.
- The practice had acted to ensure all patients with learning disabilities had been invited for annual reviews. Staff told us it remained a significant challenge for the practice to improve uptake of appointments with this population group however they were trying to be proactive in their approach.

- We reviewed two audits the practice had completed since our last inspection. Both audits showed improved outcomes for patients. The first audit showed improved care of post-natal patients with gestational diabetes. The second audit showed an improvement in the management of patients with newly diagnosed hypertension.
- We saw the practice was actively trying to identify carers and the number of carers on their patient list had increased slightly from 54 to 60 since our last inspection.
- We saw from published data for 2017 to 2018 that the practice had achieved an increased uptake for childhood immunisations however, uptake levels were slightly below the national target.
- From published data for 2017 to 2018 we saw that the uptake for cervical and bowel cancer screening had reduced since our last inspection. Staff we spoke with told us about the action they were taking to try and improve uptake and provided unverified data to show uptake for cervical screening between April 2018 and the time of inspection had increased when compared with data from 2017/2018.
- The practice contacted patients who failed to attend their screening appointments and was engaging with Cancer Research UK on how to increase uptake for bowel cancer screening.

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

- Continue to improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to explore different methods to improve monitoring of patients with learning disabilities.
- Continue to improve uptake for childhood immunisations and cancer screening.

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

People whose circumstances may make them vulnerable

Good



Our inspection team

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

Background to Hockley Medical Practice

Hockley Medical Practice is located at 60 Lion Court, Carver Street, Birmingham, B1 3AL. The surgery has good transport links and there is a pharmacy located nearby. The practice provides services to approximately 8,500 patients.

The provider (also called Hockley Medical Practice) is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, surgical procedures and treatment of disease, disorder or injury.

The provider registered with CQC in December 2015. The practice has two GP partners (one male and one female) and one non-clinical partner, five long term GP locums, one permanent and one regular locum practice nurse, one health care assistant, and a practice manager with a team of reception and administration staff.

The National General Practice Profile states that 30% of the practice population is from an Asian background with 24% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The service offers training for registrars, which means doctors are able to undertake part of their GP 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 a visit to determine the nature of the illness. The practice opening times are 8am to 6pm Monday to Friday.

Pre-bookable evening and weekend appointments are also available at the practice or another local GP practice as part of the practice's extended hours service:

Extended access appointments are available Monday to Friday 6.30pm to 8pm and Saturday and Sunday mornings 9am to 12pm.

When phone lines are closed for training or on evenings, weekends and bank holidays patients are advised to access advice through the NHS 111 service.