

Bucklands End Lane Surgery

Inspection report

36 Bucklands End Lane
Castle Bromwich
Birmingham
West Midlands
B34 6BP

Tel: 01217472160

www.bucklandsendlanesurgery.co.uk

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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

Are services effective?

Good



Are services well-led?

Good



Overall summary

We carried out an announced focussed inspection of Buckland's End Lane Surgery on 3 September 2019. We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Well-led and Effective (including effective care across the six population groups). The six population groups are:

- Older people
- People with long-term conditions
- Families, children and young people
- Working age people (including those recently retired and students)
- People whose circumstances may make them vulnerable
- People experiencing poor mental health (including people with dementia)

Because of the assurance received from our review of information we carried forward the Good ratings for the following key questions: Safe, Caring and Responsive (including responsive services for the six population groups).

You can read the reports from our last inspections by selecting the 'all reports' link for Buckland's End Lane Surgery on our website at www.cqc.org.uk.

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.

Following this inspection we have rated this practice Good for providing well-led services and Good for providing effective care to all the population groups.

We found that:

- There were clear and effective processes for managing risks and the practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.
- Patients' needs were assessed and care and treatment was delivered in line with current legislation and evidence-based guidance. There was also evidence to support that regular multidisciplinary working took place with inclusion from other health and social care services.
- We saw evidence of effective quality improvement activities undertaken in the practice to improve care and services for patients.
- The practice had a clear vision and credible strategy to provide high quality sustainable care.
- There were clear responsibilities, roles and systems of accountability to support good governance and management in most areas.
- There was evidence of positive performance across many clinical areas including some areas of cancer reviews and childhood immunisations uptake and we noted efforts to improve in areas where practice achievement was below average or under target.

(Please see the specific details on action required at the end of this report).

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

- Continue with efforts to improve uptake of childhood immunisations in specific areas and cancer screening.
- Improve the governance of the safety alert system utilised in practice.
- Continue with efforts to address IT issues inherited on the patient record system, in order to avoid exception reporting as a work-around.

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

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 a GP specialist advisor.

Background to Bucklands End Lane Surgery

Buckland's End Lane Surgery is situated in a converted residential property in the Castle Bromwich area of Birmingham. Public Health England data ranks the levels of deprivation in the area as two out of 10, with 10 being the least and one being the most deprived.

Approximately 6,360 patients are registered with the practice.

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

The practice is led by a principle GP partner (male) who also the Registered Manager. There is also an additional female GP partner and a further male GP partner at the practice. The clinical team includes an advanced nurse

practitioner, two practice nurses and a healthcare assistant (all female). The practice team includes a practice manager and a team of administrative staff who cover admin and reception duties.

The practice is linked with the University of Birmingham West Midlands Deanery as a training practice and provides training and teaching opportunities to trainee GPs and medical students.

The practice is open between 8am and 6.30pm on all weekdays apart from Tuesdays when the practice is open later for extended hours, these operate until 8pm. In addition, patients can access appointments through the Bordesley Green Access Hub also known as Omnia during the day when appointments are closed, on evenings from 6.30pm to 8pm and on weekends from 8.30am to 11.30am. When the practice is closed patients are automatically diverted to the GP out of hours service provided by the Badger Out of Hours Group. Patients can also access advice through the NHS 111 service.