

Halcyon Medical Limited

Inspection report

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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 

Overall summary

We carried out an announced focused inspection on 26 November 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations we identified in our previous inspection in March 2018 where breaches of the Health and Social Care Act 2008 were identified. The practice was rated as good overall at the March 2018 inspections, however we had rated the safe key question and the families, children and young people population group as requires improvement. You can read the report from our last comprehensive inspection on 1 March 2018; by selecting the 'all reports' link for Halcyon Medical Limited on our website at www.cqc.org.uk. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

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 now rated both the safe key question and the families, children and young people population group as good as the practice has made the improvements required. This means that the practice remains rated as good overall.

We found that:

- 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.
- The provider had processes in place to gain assurances through relevant checks that staff were competent for their role prior to employment.

- The provider had reviewed all non clinical staff immunisation status to mitigate risk to both patients and staff.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Staff carrying out the role of chaperoning had completed the appropriate training and received a DBS check.
- A review of the management of clinical correspondence had been completed and a quality assurance process had been implemented to ensure all letters were dealt with in a timely manner.
- The practice had commenced on a CCG initiative to improve the accuracy of clinical coding and support the GPs in the management of clinical time.
- Childhood immunisation rates continued to be lower than the national average, however the practice had implemented processes to encourage patients to attend for immunisation and the practice had seen an increase in uptake in comparison to previous years.
- The practice carried out annual infection control audits. Areas identified as requiring action were discussed with the landlords for improvement.
- The practice monitored performance against national screening programmes to improve patient outcomes.
- With the practice moving to new premises in the near future, patients had been invited to attend an event to discuss the move with the medical director and staff.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

Families, children and young people

Good



Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Halcyon Medical Limited

Halcyon Medical Limited is located in the City Centre of Birmingham. The practice is situated on the ground floor of a large high street chemist.

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

Halcyon Medical Limited is situated within Sandwell & West Birmingham Clinical Commissioning Group (CCG) and provides services to approximately 10,100 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. The practice is an accredited yellow fever centre and offers vaccinations not available through the NHS.

The practice is a limited company owned by the medical director who is also the registered manager. The medical director (male) is supported by five salaried GPs (three female and two male), one trainee GP and one FY2 (foundation year two placement) trainee doctor on their second year after graduation, three practice nurses and two health care assistants. The non-clinical team consists of administrative and reception staff, a practice/business manager and an assistant practice manager. The practice is an approved training practice and provides training to GP Registrars as part of their ongoing training and education. The practice is currently part of a wider network of GP practices.

The majority of the patients registered at the practice are from a local university with a significant number of

international students. Other patients include those working within the city centre of Birmingham. Compared to the national average, the practice has a significantly higher proportion of patients between the ages of 20 and 34 years and a significantly lower than average patient population between the ages of 0 to 15 years and 35 years and over. Data provided by Public Health England for 2016/17 showed the practice population for 65 years and over was 0.8% in comparison to the national average of 17.1%. The practice has a transient population with many of the patients moving between areas. 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 is open between 8am to 6.30pm Monday to Friday. The practice is also open on Saturday between 10am and 2pm and Sunday between 11am and 2pm. GP appointments are available from 9am to 6pm Monday to Friday and 10am to 1.30pm at the weekends. Telephone consultations are available if patients request them; home visits are also available for patients who are unable to attend the practice. The practice are also part of the Improved Access Scheme with additional GP appointments available at a local 'hub' between 6.30pm to 8pm Monday to Friday, 9am to 1pm on Saturday and 10am to 1pm on Sunday. When the practice is closed, primary medical services are provided by Badger, an out of hours service provider and the NHS 111 service and information about this is available on the practice website.