

# Goodrest Croft Surgery

## Inspection report

1 Goodrest Croft  
Yardley Wood  
Birmingham  
West Midlands  
B14 4JU  
Tel: 01214742059  
[www.goodrest.org.uk](http://www.goodrest.org.uk)

Date of inspection visit: 22 January 2019  
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Goodrest Croft Surgery on 22 January 2019 as part of our inspection programme.

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 rated this practice as good overall and good for all population groups.**

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.
- Feedback from patients was positive, satisfaction results were consistently higher than average for providing care, for access to services and for mental health care.

- The practice organised and delivered services to meet patients' needs.
- The practice ensured that reasonable adjustments were made for patients that required them and patients could access care and treatment in a timely way.
- The practice team promoted the delivery of high-quality, person-centre care and maximised the use of their systems and processes to continually improve.
- There were some innovative approaches to providing integrated person-centred care. This was reflected in the practice's approach to diabetes care.

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

- Continue to explore ways of improving uptake of breast and bowel cancer screening programmes.

**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

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

## 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 Goodrest Croft Surgery

Goodrest Croft Surgery is located in the Yardley Wood 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 7,200 patients are registered with the practice.

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 at 1 Goodrest Croft, Yardley Wood, Birmingham, B14 4JU. Our inspection was based at this location address.

The management team consist of four GP partners (two female and two male), including the CQC Registered Manager, a nurse manager (female) and a practice manager. The GP team includes a salaried GP and a GP

Registrar (both female). The nursing team includes three practice nurses and a healthcare assistant (all female). There is also a team of administrative staff who cover admin, IT, secretarial and reception duties. The practice is linked with the University of Birmingham as a training practice and provides training and teaching opportunities to trainee GPs and medical students.

The practice is open between 8.20am and 6pm on weekdays. The practice was also opening on Saturday mornings between 8am and 12pm when extended hours appointments were available. In addition, evening and weekend appointments are available through the extended access service at Hall Green Health Centre from 6.30pm to 8pm Monday to Friday and on Sundays from 10am to 2pm. When the practice is closed patients are automatically diverted to the GP out of hours service provided by the Badger Out of Hours Group.