

Heathfield Family Centre

Inspection report

131-133 Heathfield Road
Handsworth
Birmingham
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Tel:

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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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Heathfield Family Centre on 5 August 2021. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 12 February 2020, the practice was rated Requires Improvement overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Heathfield Family Centre on our website at www.cqc.org.uk.

Why we carried out this inspection

This inspection was a comprehensive follow-up inspection to follow up on:

- Any breaches of regulations and 'shoulds' identified in previous inspection

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

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

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups except Working age people (including those recently retired and students). This is because, although the practice have acted to try to increase uptake with cervical cancer screening, published data from Public Health England (PHE), did not show improvements in uptake, and the practice was not meeting the minimum PHE target.

We found that:

- The practice had responded to our concerns during the last inspection and improved their safety and governance processes.
- In particular, the practice had improved their processes to manage recruitment and ongoing HR checks, patient specific directions and significant events.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Most patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. The practice monitored patient satisfaction information from various sources and offered staff training when necessary to improve patient satisfaction.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- Patient satisfaction information relating to access showed improvements and data we viewed during the inspection indicated that telephone access had improved.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice was working with their PCN where improvements had been identified for example to improve uptake with childhood immunisations and bowel cancer screening.

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

- Continue to explore alternatives to increase uptake with children's immunisations and cervical cancer screening.
- Continue to monitor patient satisfaction information and take appropriate action to be responsive to patients' needs.

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)	Requires Improvement 
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 who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Heathfield Family Centre

Heathfield Family Centre is located in Handsworth, an area of the West Midlands. The premises are purpose built and patient services are all available on the ground level of the building.

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

The practice has a General Medical Services contract (GMS) with NHS England. A GMS contract ensures practices provide essential services for people who are sick as well as, for example, chronic disease management and end of life care and is a nationally agreed contract. The practice also provides some enhanced services such as childhood vaccination and immunisation schemes.

The clinical team comprises of three GP partners (male), and two salaried GPs (one male and one female). They are supported by three practice nurses, a nursing associate apprentice, a practice manager and a team of administrative and reception staff. The practice also have access to a clinical pharmacist one day each week, who is employed by the primary care network.

The practice provides primary medical services to approximately 8,200 patients in the local community. The practice is situated in an area with high levels of deprivation. Data available from Public Health England, showed the practice is situated in an area ranked as one out of 10, with one being the most deprived.

The practice reception is open from 8am to 6.30pm Monday to Friday. GP appointments times are set out in the evidence tables. Telephone, video and face to face consultations are available; home visits are also available for patients who are unable to attend the surgery. Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments are telephone consultations. If the GP needs to see a patient face-to-face then this is arranged.

The practice is part of the i3 primary care network (PCN). As part of the PCN arrangements patients can access appointments between 6.30pm to 8pm Monday to Friday and 9am till 1pm on Saturdays and 9am till 12pm on Sundays. These appointments can be booked in advance by the surgery or directly by patients on the day.

When the practice is closed, patients are advised to call the NHS 111 service.