

Oldbury Health Centre

Inspection report

Albert Street
Oldbury
West Midlands
B69 4DE
Tel: 01215431266
www.oldburyhealthcentre.co.uk

Date of inspection visit: 23 October 2019
Date of publication: 05/03/2020

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 effective?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced focussed inspection at Oldbury Health Centre on 23 October 2019 as part of our inspection programme.

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: Effective and Well-led.

Because of the assurance received from our review of information we carried forward the rating for the following key questions: Safe, Caring and Responsive.

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.

We rated the practice as requires improvement for providing effective services and the population groups people with long term conditions, working age people and those recently retired and people experiencing poor mental health (including people with dementia) because:

We found that:

- The practice continued to have higher exception reporting rates than local and national averages. The clinical team were aware of their high exception reporting rates and no improvements had been seen since the previous inspection. We were told the practice planned on implementing personalised care plans for all patients and to further strengthen the system for patients who failed to attend their appointments.
- On reviewing a sample of patients records on high risk medicines we found they had not received the appropriate monitoring. Following the inspection, we received an updated policy to ensure recommended guidelines were implemented in the management of patients.

- Cancer screening targets for cervical screening were below local and national averages.

We rated the practice as good for well led services because:

- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.
- All opportunities for learning from internal and external incidents were maximised. All learning was shared with staff regularly.
- Leaders demonstrated they had the capacity and skills to deliver high quality, sustainable care.
- There was effective leadership at all levels which supported innovation, implementation of processes and the continuous monitoring of patient care.
- The practice had some emergency medicines available, but these did not cover all the recommended medicines for general practice. The practice had risk assessed one medicine that they did not stock and had made an informed clinical decision not to stock the medicine, however following the inspection the practice reviewed this decision and obtained a small supply. The second recommended medicine unavailable, the practice attributed this to a national shortage. Following the inspection the practice assured us they had subsequently obtained a supply of the medicine.

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

- Continue to encourage patients to attend cervical screening appointments.
- Review current processes for exception reporting to ensure they are appropriate for each patient.

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	Requires improvement 
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)	Requires improvement 

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 Oldbury Health Centre

Oldbury Health Centre also known as Dr Andreou and Partners is located in Oldbury, West Midlands. The surgery has good transport links and there are several pharmacies located nearby. The practice is located in a purpose built health centre and there is a large car park next to the building. The consulting rooms are located on the ground floor. Other services are provided in the health centre, including phlebotomy and dental.

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

Oldbury Health Centre is situated within the Sandwell and West Birmingham Clinical Commissioning Group (CCG) and provides services to approximately 19,536 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 a partnership of five GPs (three male and two female). There are three salaried GPs (all female) and

two long term locums. The GPs are supported by a nursing team of one nurse practitioner (female), seven practice nurses (all female) and two health care assistants (one male and one female). There are three non-clinical managers and a team of administration and reception staff. The practice is a training practice for GP registrars and has been training student nurses for the past three years.

The practice opening hours are Monday to Friday 8am until 8pm. The practice is part of a primary care network and patients had access to appointments from 9am to 12pm Saturday and Sunday at the local hub. When the practice is closed, out of hours cover is provided by NHS 111.

The National General Practice Profile states that 67.3% of the practice population are from a white ethnicity. 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.