

OHP-Woodgate Valley Health Centre

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 

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 OHP – Woodgate Valley Health Centre on 14 May 2019.

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. Staff spoke with demonstrating good understanding of safeguarding principles.
- 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. Feedback from patients was positive about the way staff treated people.
- There were adequate systems to assess, monitor and manage risks to patient safety. The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- The practice was proactive in gaining and responding to patient feedback and the team continually monitored this to ensure patient satisfaction. This was reflected in the responses to the National GP Patient survey which were positive across various areas, including for access to care.

- Staff worked together and with other organisations to deliver effective care and treatment. The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice was proactive in recording incidents and significant events. The practice was a member of Our Health Partnership (OHP) and was required to submit a range of core quality markers as part of a self-declaration to OHP which included significant event details and root cause analysis information. This process enabled incidents and events to be shared through OHP's clinical and governance systems.
- The practice held a virtual diabetic clinic for patients with complex diabetes and offered insulin initiation for patients in the locality. This involved joint working with a diabetic consultant and referrals for patients that were registered at other local practices. Evidence provided as part of the inspection highlighted that this was working well, positive patient outcomes included a drop in blood glucose (sugar) levels for their complex diabetic patients, an increase in the identification and care of pre-diabetic patients, a reduction in non-attenders for annual reviews and health weight reduction in patients who had commenced on injectable therapy.
- Furthermore, the practice continued to deliver diabetic masterclasses, these were held with a professor and a member of the diabetic team from the University Hospital Birmingham. Due to the success of these clinics the practice had been approved for formal delivery through the Diabetes Transformation Funding programme.

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 and a nurse specialist advisor.

Background to OHP-Woodgate Valley Health Centre

OHP – Woodgate Valley Health Centre is situated in a purpose-built health centre based in the Woodgate Valley area of Birmingham. Public Health England data ranks the levels of deprivation in the area as one out of 10, with 10 being the least and one being the most deprived. Approximately 5,260 patients are registered with the practice.

OHP – Woodgate Valley Health Centre is part of the provider at scale organisation Our Health Partnership (OHP). Our Health Partnership (OHP) currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. The provider has a centralised team to provide support to member practices in terms of quality, finance, workforce, business planning, contracts and general management, whilst retaining autonomy for service delivery at individual practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally.

OHP added Woodgate Valley Health Centre as a location to their registration in September 2017.

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.

The practice is led by three GP partners (one male and two female). The clinical team includes a salaried GP two practice nurses and a healthcare assistant (all female). The practice is supported by a practice manager and team of administrative staff who cover reception, administrative and secretarial duties. The practice is a recognised training practice and provides training and teaching opportunities to trainee GPs and medical students.

The practice is open between 8am and 6.30pm on weekdays. Through the OHP model, patients can also access evening and weekend appointments at Lordswood House Medical Practice. This is available to patients registered at the practice, in addition to those registered with several other practices within the partnership. These appointments are available Monday to Friday from 6.30pm to 8pm, Saturdays from 9am to 1pm and on Sundays from 10am to 2pm. The extended hours service is advertised in the practice and on the practice website. There is also a duty GP available at the practice each day for any emergencies.

Patients are diverted to the GP out of hours service provided by the Badger out of hours service when appointments are closed. Patients can also access advice through the NHS 111 service.