

OHP-Jiggins Lane Medical Centre

Inspection report

17 Jiggins Lane
Bartley Green
Birmingham
West Midlands
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Date of inspection visit: 20 February 2019
Date of publication: 18/04/2019

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 OHP – Jiggins Lane Medical practice on 26 February 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.

We rated the practice as **Good** for providing safe, effective caring, responsive and well-led services because:

- The practice demonstrated that systems in place to safeguard patients and manage risk were operating as intended and managed comprehensively.
- Patient outcomes in relation to Quality Outlook Framework (QoF) achievement were overall higher than local and national averages. The practice demonstrated innovation and dedication to all population groups but particularly “families, children and young people” and “people with long-term conditions”.

- Data from the National GP patient survey and feedback we received from patients indicated that satisfaction relating to involvement in care and treatment and how patients felt treated was higher than local and national averages and was positive.
- Data from the National GP patient survey and feedback we received from patients indicated that satisfaction relating to access to care and treatment was generally higher than local and national averages and was positive.
- The practice demonstrated that they proactively responded to patient feedback.
- Quality improvement activity conducted by the practice was wide ranging and comprehensive and demonstrated a patient centred approach.

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 second CQC inspector.

Background to OHP-Jiggins Lane Medical Centre

OHP – Jiggins Lane Medical Practice 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 Jiggins Lane Medical Practice as a location to their registration in August 2017.


OHP – Jiggins Lane Medical Practice is situated in the Bartley Green area of Birmingham, within a purpose built medical practice. The practice population is approximately 7400 patients and has a practice population that is in line with local and national averages in terms of age. Approximately 16% of the practice population identify as Black, Minority, Ethnic (BME).

The level of deprivation in the area according to the deprivation decile is two out of ten (The Index of Multiple Deprivation 2015 is the official measure of relative deprivation for small areas (or neighbourhoods) in England).

OHP – Jiggins Lane Medical Practice is led by four GP partners (one female and three male) who are supported by five salaried GPs (four female and one male) and four practice nurses (all female), a female Health Care Assistant (HCA) and a female Phlebotomist. The Office manager is supported by a business manager and a team of administration and reception staff.


The practice's opening hours are Monday to Friday 8.30am until 6.30pm. Patients can access extended hours appointments on weekday evenings from 6.30pm until 8pm and at weekends. Saturday between 9am and 1pm and Sundays between 10am and 2pm at another practice locally through the extended access hub arrangements.

Appointments are available throughout the day from 9am until 6pm on Mondays to Fridays, except Tuesdays when the practice offers appointments until 7.30pm and Fridays when the last appointment is 5.30pm. The practice's out of hours service is provided by Birmingham and District General Emergency Rooms (BADGER).



Telephone lines are covered by SouthDoc when the practice is closed within normal working hours and calls are automatically diverted to the out of hours service outside of these times.

The practice provides NHS primary health care services for patients registered with the practice and holds a General Medical Service (GMS) contract with the local Clinical Commissioning Group (CCG).



OHP – Jiggins Lane Medical Practice is registered with CQC to provide five regulated activities associated with primary medical services, which are: treatment of disease, disorder and injury; family planning; maternity and midwifery; diagnostic and screening procedures and surgical procedures.