

# Coventry Road Practice

## 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 at Coventry Road Practice

on 24 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.
- There was an open and transparent approach to safety and a system in place for recording, reporting and learning from significant events. The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- There was clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse and for identifying and mitigating risks of health and safety.
- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines and best practice.
- Patients received effective care and treatment that met their needs.

- Patients told us that all staff treated them with kindness and respect and that they felt involved in discussions about their treatment options.
- Patients considered that staff were friendly and helpful.
- The practice organised and delivered services to meet patients' needs. Patients said that they could access care and treatment in a timely way.
- There were clear responsibilities, roles and systems of accountability to support effective governance.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care and contributed to the strong teamwork and high staff morale.
- There was evidence of collaborative working with local practices and the North Solihull Collaborative, a group of 11 local GP practices.
- The practice took an active part in research projects.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Ensure the process for logging significant events is fully embedded to enable the provider to review actions and identify any trends.
- Review processes in place to improve uptake of childhood vaccinations for those aged 1.

**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

<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 adviser.

## Background to Coventry Road Practice

Coventry Road Practice is located on the outskirts of Solihull on the A45, Coventry Road in Sheldon, near to Birmingham airport. The practice primarily covers an area with good levels of employment, from employers including Birmingham airport and the local Jaguar Landrover plant.

The provider is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures; surgical procedures; family planning; maternity and midwifery services; and treatment of disease, disorder or injury.

Coventry Road Practice is situated within the Birmingham and Solihull (BSOL) Clinical Commissioning Group (CCG) and provides services to 3979 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 operates from a large converted house, which has been refurbished to accommodate clinical facilities. Some consulting rooms are on the first floor however, patients unable to use stairs are able to see a GP or nurse in rooms on the ground floor. A large carpark is available for patients at the rear of the practice with disabled bays located at the front of the property.

The clinical team consists of two female GP partners and two salaried GPs one male and one female. The team


also includes two practice nurses and three health care assistants two of which have a dual role; one as the practice manager and one as a receptionist. The clinical team are supported by the practice manager and a number of administration staff.

There are higher than average number of patients between the ages of 65 to 85. The National General Practice Profile states that 87% of the practice population is from a white background with a further 13% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.

The practice is open between 8.30am and 6.30pm Monday to Wednesday and Friday and on Thursdays from 8:30am to 3pm. Extended hours appointments are available through the local hub and appointments booked through reception. These appointments were offered Monday to Friday between 6.30 and 8pm, Saturdays and Sundays 9am till 12 noon. Home visits are available for patients who are too ill to attend the practice for appointments.



The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact Badger via NHS 111.



The practice website can be viewed at:  
[www.coventryroadpractice.co.uk](http://www.coventryroadpractice.co.uk)