

Dr Deedar Singh Bhomra

Inspection report

Aylesbury Surgery
Warren Farm Road, Kingstanding
Birmingham
B44 0DX
Tel: 08456750563

Date of inspection visit: 4 August 2022
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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 comprehensive inspection at Dr Deedar Singh Bhomra on 4 August 2022. The practice is rated as good overall.

Safe – Good

Effective – Good

Caring – Good

Responsive – Good

Well-led – Good

We carried out an announced follow up inspection at Dr Deedar Singh Bhomra (also known as Aylesbury Surgery) in April 2018 where the practice continued to be rated as requires improvement for providing safe services and breaches of regulations were identified. As a result, we issued requirement notices as legal requirements were not being met and asked the provider to send us a report that says what actions they were going to take to meet legal requirements.

We undertook a further follow up inspection in December 2018 to check whether the provider had taken action to meet the legal requirements as set out in the requirement notices. We found that the provider had taken appropriate action to meet the legal requirements and was rated good in all areas. The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Deedar Singh Bhomra on our website at www.cqc.org.uk

Why we carried out this inspection:

We undertook this inspection on 4 August 2022 as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

How we carried out the inspection:

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A 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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff demonstrated awareness of actions required if they suspected safeguarding concerns.
- The practice had a system for recording and disseminating actions carried out as a result of significant events to support learning and improvement.
- The practice had taken appropriate action to support and protect patients identified as at risk from harm.
- Patients received effective care and treatment that met their needs.
- Verified data showed that the practice had exceeded the 90% minimum uptake target for childhood immunisations in all age groups.
- National prescribing data showed that the practice prescribing for some antibiotics, hypnotics and other medicines and medicines to manage a patient's behaviour, mood or thoughts was higher than other practices locally and nationally.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The results of the National GP Patients survey identified that patients had a positive experience of the practice and felt there was access to timely care and treatment.
- The practice had management oversight of staff qualifications and training.
- Staff were clear and knowledgeable about their lead roles and responsibilities.
- Effective governance arrangements had been implemented to mitigate risks and ensure patients were kept safe.
- There was a high uptake by patients of preventative treatments and screening procedures. This was particularly in the areas of childhood immunisations and cervical screening.
- The way the practice was led and managed promoted an inclusive culture where people could speak openly and be involved in the delivery of high-quality, person-centred care.
- The practice was actively involved in the local community.
- Staff understood and engaged with various community groups building confidence and trust with the whole practice population.

We saw areas of outstanding practice:

- The practice actively worked with patients, residents and community organisations to encourage community spirit and involvement in various events. For example;
- Children from the local primary schools continued to visit the practice where staff delivered short talks to provide an insight of visiting a GP practice.
- The provider has continued to fund and facilitate access to a hot meal every month for people in the local community. Staff told us that the event was well attended, the number of people that attended had increased from sixty to approximately 150 over the past few years. The practice supported as well as arranged fund raising events, which collected donations to support local organisations.
- Practice staff were proactive in promoting the uptake of cervical screening. This had supported them to maintain the uptake of cervical screening above the England 80% target for over five years. The data showed that this uptake had been maintained during the COVID-19 pandemic.
- The outcome of the GP National patient survey for the practice showed that patient responses were significantly higher than the local and national averages. The practice specifically scored over 90% in all five indicators, relating to their experience of the care they received at the practice.

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

Overall summary

- Review and monitor its medicine prescribing practices for antibiotics and medicines used to help patients sleep or manage their behaviour.
- Review the systems in place for monitoring safety alerts to demonstrate that best practice guidance is followed in managing medicines.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

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 Dr Deedar Singh Bhomra

Dr Deedar Singh Bhomra GP also known as Aylesbury Surgery is located in Kingstanding in Birmingham. The registered address for the practice is at:

Aylesbury Surgery

Warren Farm Road

Kingstanding

Birmingham

West Midlands

B44 0DX

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

The practice is situated within the NHS Birmingham and Solihull Integrated Care Board (ICB) Integrated Care System (ICS) and provides services to patients under the terms of a general medical services (GMS) contract. This is a contract between general practices as independent contractors and NHS England to provide general medical services to its patient population of approximately 2,856.

The practice is part of a wider network of GP practices called GOSK (Great Barr, Oscott, Stockland Green & Kingstanding) PCN. The PCN is owned and run by local primary care clinicians working together to improve health and wellbeing.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others. According to the latest available data, the ethnic make-up of the practice area is 82% White, 6% Asian, 7.4% Black, 4.2% Mixed, and 0.4% Other. The age distribution of the practice population is mainly made up of working age. There is a similar number of male patients and female patients registered at the practice.

The provider is a single handed GP practice who registered with the CQC in December 2016. The practice clinical team consists of a principle GP (male) and a salaried GP (female). The clinical team also includes a nurse practitioner and a practice nurse. The practice has the support of a clinical pharmacist and paramedic through the primary care network. The clinical staff are supported by a practice manager, and administration and reception staff. Staff are employed either full or part time hours to meet the needs of patients. The practice is also a training practice providing placements for GP registrars on a six month rotational basis. (GP registrars are qualified doctors training to specialise in General Practice).

The practice is open between 8am and 6.30pm Monday, Tuesday and Friday. Wednesday's opening hours are 8.30am to 1.30pm and 8.30pm to 7.30pm on Thursday. Extended hours access is provided at the practice on Thursday when the practice is open until 7.30pm. When the practice is closed on Wednesday afternoons from 1.30pm and between 12.30pm and 4.30pm Mondays, Tuesdays and Fridays calls are diverted to the principal GP. The practice does not provide an out-of-hours service to its patients but has alternative local arrangements for patients to be seen when the practice is closed. Extended access is also provided locally through local hub arrangements, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.