

Maypole Health Centre - Dr Michael

Inspection report

10 Sladepool Farm Road
Birmingham
B14 5DJ

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www.dryapandpartners-maypolehealthcentre.co.uk Date of publication: 12/07/2021

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 well-led?

Good



Overall summary

We carried out an announced inspection at Maypole Health Centre - Dr Michael on 2 June 2021. Overall, the practice is rated as good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring – Good (carried over from previous inspection)

Responsive – Good (carried over from previous inspection)

Well-led – Good

Following our previous inspection on 11 September 2019 the practice was rated as good for providing effective, caring and responsive services. However, it was rated as requires improvement for providing safe and well-led services and therefore, rated requires improvement overall.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Maypole Health Centre - Dr Michael on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused follow-up inspection to follow up on:

- *Safe, effective and well-led*
- *The breaches previously identified*
- *We carried forward ratings for caring and responsive from previous inspections as the information we held did not indicate any change to ratings.*

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

Overall summary

- A short 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
- 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 had acted on findings from our previous inspection in September 2019 and had made improvements.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Two senior GP partners and the practice manager had left the service since our last inspection. The practice had put in a new management structure and had improved its governance and culture. The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Where patients are managed by secondary care, implement appropriate documentation to evidence that up to date blood test results were checked before prescribing medicine.
- Develop effective processes to ensure safeguarding concerns are escalated appropriately.
- Improve Personalised Care Adjustment (PCA) rates for patients with long term conditions such as diabetes and atrial fibrillation so that they are within local and national averages.

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 who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist who completed clinical searches and records reviews without visiting the location.

Background to Maypole Health Centre - Dr Michael

Maypole Health Centre - Dr Michael is part of the NHS Birmingham and Solihull (BSOL) Clinical Commissioning Group (CCG). A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

During the previous inspection the practice was known as Dr Yap, Hughes and Michael. However, two senior partners had left the practice and it was now called Maypole Health Centre - Dr Michael.

The practice is located at 10 Sladepool Farm Road, Kings Heath, Birmingham, B14 5DJ. It is registered with the Care Quality Commission (CQC) to carry out the following regulated activities: diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

NHS services are provided through a General Medical Services (GMS) contract with NHS England to approximately 4659 patients. A GMS contract ensures practices provide essential services for people who are sick as well as, for example, chronic disease management and end of life care and is a nationally agreed contract. The practice also provides some enhanced services such as childhood vaccination.

The practice is located in a purpose-built health centre which it shares with one other practice. Based on data available from Public Health England, deprivation in the area served is below the national average.

Dr Ashraf R Michael is the GP provider (male) and there are two female part-time salaried GPs. Other practice staff consist of a nurse practitioner, a practice manager, operations manager and a team of administrative / reception staff. The practice is a designated training practice for trainee GPs. These are qualified doctors who were training to be a GP.

The practice is open 8.30am to 6.15pm on Monday, Tuesday, and Friday. On Wednesday afternoon, the practice is open for specialised clinics only and not for GP surgery appointments. On Thursday afternoons, the practice is open to collect prescriptions and make appointments for future date and not for GP surgery appointment.

The practice provides Extended Hours appointments in the evenings and at weekends.

Appointments may be booked for a GP, a Nurse or a Health Care Assistant Monday to Friday between 6.30pm to 8pm. Saturday 9am to 6pm and Sunday 10am to 1pm. These appointments are held at the Oakwood Surgery, 856 Stratford Road, Sparkhill, Birmingham, B11 4BW and were part of the service provided by the Primary Care Network (PCN).

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. However, the practice had just started to offer face to face appointments following easing of lockdown legislation.