Hockley Medical Practice

Inspection report

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Date of inspection visit: 28 April 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 unannounced inspection at Hockley Medical Practice on 21 April 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

This was the first inspection since registering the practice under the current provider.

The full reports for previous inspections can be found by selecting the 'all reports' link for Hockley Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection, which included site visit, due to concerns around clinical and non-clinical staffing levels.

How we carried out the inspection/review

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
- 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

Overall summary

- 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

We found that:

- There were adequate staffing levels within the practice and the staff worked flexibly between the sister practice when there was a shortfall.
- The management had accommodated additional roles staff, for example Paramedics and Pharmacists, to meet the needs of the practice population.
- The facilities and premises were appropriate for the services being delivered.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Our Searches of the clinical system found the surgery reviewed patients medicine and treatment plans in line with latest guidance.

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

- Continue to increase the uptake of childhood immunisations.
- Continue to increase the uptake for cervical, breast and bowel cancer screening.

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 who spoke with staff and completed clinical searches and records reviews.

Background to Hockley Medical Practice

Hockley Medical Practice Medical Centre is located in Birmingham at:

60 Lion Court

Carver Street

Birmingham

B1 3AL

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

The practice is situated within the NHS Black Country and West Birmingham Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 10804. This is part of a contract held with NHS England.

Although the patient list is not shared across the sites the practice has a sister practice in Birmingham and staff can work across both sites when required. Patients can access specialist care, for example social prescribing, cervical smears at whichever site is most convenient.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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 30% Asian, 40% White, 21% Black, 6% Mixed, and 3% Other.

The age distribution of the practice population shows a significantly greater number of people in the 20 – 34 age group, and fewer elderly patients when compared to the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of seven GPs who work at this site in addition to rotational training Doctors. The practice has a practice Nurse who provides nurse led clinics for long-term conditions, a prescribing Pharmacist and an Advanced Nurse Practitioner. The GPs are supported at the practice by a team of reception and administration staff. The practice manager and assistant practice manager are based at this site and cover the sister practice to ensure continuity of leadership and managerial oversight.

The practice is open between 8.00am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the practices within the local Primary Care Network, where late evening and weekend appointments are available. Out of hours services are provided by Prime Care through 111.