

# Weoley Park Surgery

## Inspection report

112 Weoley Park Road  
Selly Oak  
Birmingham  
B29 5HA  
Tel: 01214721965  
[www.weoleyparksurgery.co.uk](http://www.weoleyparksurgery.co.uk)

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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 inspection at Weoley Park Surgery between the 20 July 2022 and 25 July 2022. Overall, the practice is rated as Good.

The ratings for each key question are as follows:

Safe - Good

Effective – Good

Caring – Good

Responsive – Good

Well-led - Good

Following our previous inspection on 6 September 2016, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Weoley Park Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive inspection as part of our band one pilot inspections of practices previously rated good or outstanding. This was to pilot the changes to how CQC are monitoring services in response to the pandemic.

## 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
- A short site visit

## Our findings

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- 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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Safeguarding arrangements had been developed to help support and protect the practice's most vulnerable patients.
- We found the premises was well maintained and both the main and branch surgery had undergone recent refurbishment.
- Infection prevention and control measures were in place to minimise the risks to patients.
- Our clinical searches found medicines were well managed.
- The practice learned from incidents and complaints and had implemented systems for minimising the risk of reoccurrence.
- Patients received effective care and treatment that met their needs.
- Our review of clinical records found patients with long-term conditions received appropriate management and follow-up.
- However, there was low uptake of some child immunisations and cervical screening.
- The practice had a strong culture of learning and development of staff to meet the needs of their patient population.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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 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**:

- Implement systems for recording ongoing checks of clinical staff registration with their professional bodies to ensure they are kept up to date.
- Implement systems for recording weekly fire alarm testing to confirm it has been done.
- Record the issuing of steroid cards, where appropriate.
- Risk assess the non-wipeable chair in the isolation room, and take action as appropriate.
- Strengthen systems to encourage attendance from patients who regularly do not attend for their long term condition or medicine reviews, in particular those with more complex care needs.
- Improve childhood immunisation and cervical screening uptake.

**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

## 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 Weoley Park Surgery

Weoley Park Surgery is located in Birmingham at:

112 Weoley Park Road

Selly Oak

Birmingham

B29 5HA

The practice also has a branch surgery located at:

Grange Hill Surgery

41 Grange Hill Road

Kings Norton

Birmingham

B38 8RF

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

The practice offers services from both the main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Birmingham and Solihull Integrated Care Systems (ICS) (formerly the Birmingham and Solihull Clinical Commissioning Group (CCG)) and delivers General Medical Services (GMS) to a patient population of about 7,500. This is part of a contract held with NHS England.

The practice is part of the Weoley and Rubery Primary Care Network (PCN). A PCN is a wider network of GP practices that work together to address local priorities in patient care.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two out 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 78% White, 10% Asian, 5% Black, 5% Mixed, and 2% Other.

The practice team consists of two GP partners (both male), two salaried GPs (one male and one female), an Advanced Nurse Practitioner (ANP) (male), a Healthcare Assistant (HCA) and two physician associates (PAs) (both female), one of the PAs has a dual role as a Practice Nurse. The practice is supported by a locum practice nurse. Non-clinical staff consist of a practice manager and a team of reception / administration staff.

The practice is open between 8am to 6.30 pm, Monday to Friday. The exception being the branch site (Grange Hill Surgery) which closes at 1pm on a Wednesday. The practice offers in-house extended access appointments between 6.30pm and 7.15pm Monday to Friday.

Patients can also obtain appointments at the Extended access hub at College Green Medical Practice 6.30pm to 8pm Monday to Friday and 8am to 1pm Saturday. In addition, patients can sign up to a video consultation service, where they can consult with a doctor 7am to 10pm Monday to Friday and 8am to 4pm on a Saturday and Sunday.

The practice offers a range of appointment types that can be booked up to two weeks in advance, including, telephone and face to face consultations.

When the practice is closed. Patients can access Out of hours services via the NHS 111 telephone line.

During this inspection we visited both the main and branch surgeries.