

The Hill GP Practice

Inspection report

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Date of inspection visit: 30 April 2019
Date of publication: 02/07/2019

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?

Not sufficient evidence to rate 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Hill GP Practice on 30 April 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 The Hill GP Practice as good for safe, caring, responsive and well-led. We rated all population groups as good. We inspected the practice for delivering effective care but did not rate due to some missing data.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received care and treatment that met their needs. Clinicians we spoke with demonstrated awareness of relevant guidance.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. 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:**

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to improve uptake of cervical and other screening programmes.
- Identify themes arising from complaints; document learning identified and implemented following receipt of complaints and significant events.

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.
The team included a GP specialist advisor.

Background to The Hill GP Practice

The Hill General Practice is located on the ground floor of Sparkhill Primary Care Centre on Stratford Road, in the Sparkhill area of Birmingham. It has approximately 5600 patients.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, treatment of disease, disorder or injury. The practice was part of the Fernley Medical Centre, a GP service nearby. As part of the condition of registration it provided regulated activities; family planning, maternity and midwifery services and surgical procedures at that site.

The practice is a partnership between two GPs (Male). There are also three long term locum GPs (two male, one female) and a trainee GP (male).

The practice opening, and appointment time is from 8am to 8pm Monday to Friday. Saturday and Sunday

appointments are available at the practice from 8am to 1pm. The practice offers extended access appointments through hub working arrangements with a local practice. Appointments were available with a nurse or GP Monday to Friday from 6.30pm to 8pm and. Saturday and Sunday between 10am to 4pm. Urgent appointments are available for people that need them, as well as telephone appointments. Online services are available for patients including, making appointments online and accessing online medical records summaries.

We reviewed the most recent data available to us from Public Health England which showed the practice has a higher proportion of patients aged 15 to 44 years old. It has a smaller proportion of patients aged 64 and over.

When the practice is closed patients are automatically diverted to the GP out of hour's service. Patients can also access advice via the NHS 111 service.