

The Kings Norton Surgery

Inspection report

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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



Overall summary

We carried out a focussed inspection at The Kings Norton Surgery on 27 February 2019. During our previous inspection in April 2018 we rated the practice as good for providing effective, caring, responsive and well-led services. Consequently, the practice was rated as good overall. However, we rated the practice requires improvement for providing safe services because:

- The practice was unable to fully demonstrate care and treatment was provided in a safe way to patients. This included effective systems to mitigate risk for high risk medicines, prescription management and monitoring of Patient Group Directions (PGDs).

At this inspection, we found that the provider had satisfactorily addressed these areas.

We based our judgement of the quality of care at this service is 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.

We rated the practice as **good** for providing safe, services because:

- The practice had reviewed its system for managing patients on high risk medicines to ensure it was effective.
- Appropriate systems were in place to ensure emergency medicines were checked regularly including medical gasses.
- There was a process in place to ensure Patient Group Directions (PGDs) were monitored and authorised by a practice representative.
- There was a process in place to ensure prescription stationery was secure and their usage monitored.
- The practice had made arrangements to ensure waste storage containers were kept securely.
- The complaints process had been reviewed to ensure it contained the appropriate information for the patient should they wish to escalate their complaint.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to The Kings Norton Surgery

The Kings Norton Surgery is located in the southern Birmingham suburbs and has a branch site located one and a half miles away in Stirchley called Ash Tree Surgery. We visited both sites during the process of our inspection. For further details please refer to the practice website;

The practice services a population of over 11,500 patients in an area that is ranked as a two out of ten in the deprivation decile (The Index of Multiple Deprivation 2015 is the official measure of relative deprivation for small areas (or neighbourhoods) in England. The Index of Multiple Deprivation ranks every small area in England from 1 (most deprived area) to 10 (least deprived area).

There are eight GPs, five are male and three are female, two practice nurses, both female, a practice pharmacist and two HCAs at the practice again both female. The clinical team is supported by a practice manager and a deputy practice manager as well as seven reception staff.

The provider is registered with CQC to deliver the Regulated Activities;

- Family planning
- Maternity and midwifery
- Treatment of disease, disorder and injury
- Diagnostic procedures and minor surgery.

The practice is also a teaching and training practice for all levels of medical students and trainee GPs.

The practice has out of hours services and the telephone lines between the branch and main site are linked. When the practice is closed the telephone lines are automatically diverted to the out of hours service provider.

The practice's opening times are from 7am to 6.30pm Monday to Friday, except for Tuesdays when the practice does not open until 8.30am. The practice is a member of a federation that offers appointments to patients on evenings and the weekend.