

Church Lane - Khan

Inspection report

113 Church Lane
Stechford
Birmingham
West Midlands
B33 9EJ
Tel: 01217832681

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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

Inadequate 

Are services safe?	Requires improvement 
Are services effective?	Inadequate 
Are services caring?	Requires improvement 
Are services responsive?	Requires improvement 
Are services well-led?	Inadequate 

Overall summary

We carried out an announced comprehensive inspection at Church Lane Khan on 16 January 2019.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 25 April 2018. You can read the report from our last inspection on by selecting the 'all reports' link for Church Lane Khan on our website at www.cqc.org.uk.

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 inadequate overall.

We rated the practice as inadequate for providing safe, effective and well-led services because:

- The practice could not demonstrate that they had fully improved their recruitment and induction processes since our last inspection.
- In areas, governance arrangements were ineffective and the practice did always not have clear and effective processes for managing risks and issues.
- The practice did not always act on appropriate and accurate information. The practice did not demonstrate good governance with regards to their strategy and across specific coding issues where risks and areas for improvement had been identified.
- Patient satisfaction was below average in areas such as for care and treatment provided and for access. Although we saw that some steps had been taken to improve, the evidence provided did not demonstrate that satisfaction rates had fully improved across all areas.
- We noted in other areas that improvements had been made since our last inspection, this was reflected across sepsis awareness, child immunisation uptake, infection control and for the management of safety alerts and emergency medicines.
- Discussions with staff highlighted a significant improvement in morale at the practice.

These areas affected all population groups so we rated all population groups as inadequate.

The areas where the provider must make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

The areas where the provider should make improvements are:

- Continue to identify carers to offer them support where needed
- Continue to explore ways of improving uptake rates for cancer screening
- Continue to explore ways of engaging with patients and improving satisfaction rates
- Formally assess the need for a hearing loop to ensure that reasonable adjustments are made for patients where needed

This service was placed in special measures in July 2018. Insufficient improvements have been made such that there remains a rating of inadequate for providing safe, effective and well led services. Therefore we are taking action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve. The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within six months, and if there is not enough improvement we will move to close the service by adopting our proposal to vary the provider's registration to remove this location or cancel the provider's registration

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

Older people	Inadequate 
People with long-term conditions	Inadequate 
Families, children and young people	Inadequate 
Working age people (including those recently retired and students)	Inadequate 
People whose circumstances may make them vulnerable	Inadequate 
People experiencing poor mental health (including people with dementia)	Inadequate 

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 Church Lane - Khan

Church Lane – Khan, also known as The Surgery, is situated in a converted residential property in the Stechford area of Birmingham. Public Health England data ranks the levels of deprivation in the area as one out of 10, with 10 being the least and one being the most deprived. Approximately 3,625 patients are registered with the practice.

The service is registered to provide the regulated activities of Diagnostic and screening procedures, Maternity and midwifery services, Surgical procedures and the Treatment of disease, disorder or injury at 113 Church Lane, Stechford, Birmingham, B33 9EJ. Our inspection was based at this location address.

The practice is led by a male GP partner (also the Registered Manager) and one female GP partner. The clinical team includes a part time practice nurse and a part time health care assistant (both female). The practice team includes a practice manager and a team of

administrative staff who cover admin and reception duties. The practice employs locum GPs through a locum GP agency, locum GPs work at the practice every Tuesday and Friday.

The practice is open between 8am and 6.30pm on weekdays apart from Thursdays when the practice closes at 1pm. Extended hours operate until 8pm on Mondays and on Thursday afternoons there is a GP on call. In addition, patients can access appointments through the Bordesley Green Access Hub also known as Omnia during the day when appointments are closed, on evenings from 6.30pm to 8pm and on weekends from 8.30am to 11.30am.

When the practice is closed patients are automatically diverted to the GP out of hours service provided by the Badger Out of Hours Group. Patients can also access advice through the NHS 111 service.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance. In particular we identified a theme with coding problems on the practices patient record system during our inspection. The coding issues posed the risk of inaccurate disease registers, as relevant patients were not always being captured under each register. Furthermore, due to the coding risks, the practice could not demonstrate that they were always acting on appropriate and accurate information and there was no assurance that these risks had or would be managed in a timely manner. We also found gaps in evidence of medical indemnity insurance for clinical staff, as well as gaps in appraisal evidence for some staff. This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.