

Newtown Medical Centre

Inspection report

243 Wheeler Street
Birmingham
B19 2ET
Tel:

Date of inspection visit: 1 December 2022
Date of publication: 10/01/2023

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 comprehensive inspection at Newtown Medical Centre on 1 December 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Why we carried out this inspection

This inspection was a comprehensive inspection due to changes to the registration of the provider and includes the safe, effective, caring, responsive and well-led key questions.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- 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
- 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.
- Patients received effective care and treatment that met their needs.
- Policies and procedures were in place to enable the practice to operate safely and effectively.

Overall summary

- There were effective systems in place to monitor patients prescribed high-risk medicines and monitoring of patients with long-term conditions.
- The practice leaders had management oversight of staff qualifications and training.
- Staff were clear and knowledgeable about their roles and responsibilities.
- Effective governance arrangements had been implemented to mitigate risks and ensure patients were kept safe.
- The practice had recruited further clinicians to offer a more diverse and mixed workforce to meet the needs of its patient population. The practice had purchased IT software to support telephone access for appointments.
- Complaints were handled appropriately including timely acknowledgment, response and appropriate systems for learning from complaints were in place.
- We saw evidence of quality improvement activity aimed at improving local health inequalities.

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

- Review the systems for the monitoring of emergency medicines to ensure these are robust.
- Improve the uptake of childhood immunisations and cervical cancer screening.

We found areas of **outstanding** practice:

- The practice was responsive to the needs of the practice population and had instigated a number of projects in the community, with the involvement of secondary care services and the local authority to promote and encourage engagement with their population. This included work with local schools to address health inequalities and education.
- The practice had provided a food bank for its patients for the past four years. Staff donated food, clothing and money each week to provide additional support to vulnerable patients and families registered at the practice.
- In response to community concerns the practice purchased bleed control kits, which were accessible on site in the event of a gunshot or stabbing injury. This provided practice staff with equipment that, could provide potentially lifesaving treatment until emergency services arrived.

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 advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Newtown Medical Centre

Newtown Medical Centre is located in Birmingham at:

Newtown Medical Centre

243 Wheeler Street

Birmingham

B19 2ET

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

The practice is situated within the Birmingham and Solihull Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 20,133. This is part of a contract held with NHS England.

The practice is part of i3 Ladywood 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 lowest decile (one 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 36% Asian, with 33% Black, 22% White and 9% Mixed and Other.

The practice team consists of three GP partners, six salaried GP's, a pharmacist, a clinical pharmacist, a paramedic, a nurse practitioner, three practice nurses, an assistant senior practitioner, an assistant practitioner, a health care assistant, a first contact practitioner, a social prescriber and care coordinator. Non-clinical staff include a human resource and admin manager, a finance manager, a clinical service and building facilities manager and a team of administrative/reception/prescription staff.

The practice is open between 8am to 6.30pm Monday to Friday with extended access on Monday and Tuesday between 6.30pm and 8pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Improved access is provided locally through the primary care network, where late evening and weekend appointments are available during the week and weekend. The practice hosts appointments on a fortnightly basis on Saturdays. Out of hours services are provided by Badger.