

# OHP-Poolway Medical Centre

## Inspection report

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Date of inspection visit: 15 January 2019  
Date of publication: 15/03/2019

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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Requires improvement



# Overall summary

We carried out an announced comprehensive inspection at OHP-Poolway Medical Centre on 15 January 2019 as part of our inspection programme.

The practice was previously inspected under the previous provider in November 2017 and was rated good overall with a Requires improvement in Responsive.

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 Requires Improvement overall. We have rated all population groups as requires improvement.**

We rated the practice as **requires improvement** for providing safe, responsive and well-led services because:

- The overall governance arrangements to support high quality sustainable care was not effective.
- Management information was not always readily available when required.
- Not all staff were fully aware of policies and procedures in place and many of these were under review.
- Risks were not always effectively considered and mitigated against.
- Prescription pads were not kept fully secured and the management of prescription pads was not effective as there was no auditable process to prevent misuse.
- Systems for recording and reporting incidents were not clearly embedded throughout the practice.

- Patient feedback from the national GP survey shows that patients were happy with their consultations. However, experience of making an appointment and satisfaction with appointment times were significantly below local and national averages.

We rated the practice as **good** for providing caring and effective services because:

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

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.

The areas where the provider **should** make improvements are:

- Improve knowledge and understanding in relation to incident reporting.
- Review the accuracy of the carers register to ensure support is appropriately targeted.
- Consider how the practice could support improved uptake of all national cancer screening programmes.

**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

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

## Our inspection team

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

## Background to OHP-Poolway Medical Centre

Our Health Partnership (OHP) currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. The provider has a centralised team to provide support to member practices in terms of quality, finance, workforce, business planning, contracts and general management, whilst retaining autonomy for service delivery at individual practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally.

OHP added Poolway Medical Centre as a location to their registration in October 2017. The service is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice sits within NHS Birmingham and Solihull Clinical Commissioning Group (CCG). CCGs are groups of general practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services.

The practice registered list size is approximately 2200 patients. Services to patients are provided under a General Medical Services (GMS) contract with NHS

England. A GMS contract ensures practices provide essential services for people who are sick as well as, for example, chronic disease management and end of life care and is a nationally agreed contract. The practice also provides some enhanced services such as childhood vaccinations.

Based on data available from Public Health England, the practice population is slightly younger than local and national averages and is located in an area with higher than average levels of deprivation.

Practice staffing consists of two female GP partners however, one of the GP partners at the practice had been on leave and had not worked at the practice for a significant length of time. The principal GP was supported by two locum GPs, a practice nurse, a practice manager and two reception staff. The practice is open Monday to Friday from 8.15am to 1pm and between 2pm and 6.30pm except on a Wednesday when it closes at 1pm. When the practice is closed during core hours staff take calls through a direct line and in the out of hours period patients receive care through another out of hours provider, Birmingham and District General Practitioner Emergency Room (BADGER) via the NHS 111 telephone 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 Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance. In particular we found:</p> <p>Management information was not readily available when requested to ensure the smooth running of services.</p> <p>The practice did not return the CQC provider information request prior to inspection.</p> <p>The arrangements for identifying, recording and managing risks were not operated effectively, in particular, in relation to, patient safety alerts, patient access to appointments and planned building work by the landlord.</p> <p>Staff members were unable to access policies and procedures when requested.</p> <p>Systems or processes did not ensure prescription stationery was effectively managed.</p> <p>The practice was unable to demonstrate they were actively engaging with patient groups to improve quality of care.</p> <p>This was in breach of Regulation 17(1) (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>