

Balsall Heath Health Centre

Inspection report

43 Edward Road
Birmingham
B12 9LP
Tel: 01214110345
www.balsallheathhealthcentre.co.uk

Date of inspection visit: 26 November 2018
Date of publication: 18/01/2019

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 

Overall summary

At our previous inspection, we rated the practice as requires improvement for providing safe care and treatment. This was due to concerns that were identified relating to emergency medicines, premises risk assessment and mitigation and due to a breach in regulation of the Health and Social Care act 2012 relating to medicine safety alerts. At this inspection, the practice was able to demonstrate improvement and we rated the practice as good for providing safe care and treatment and overall.

The key questions at this inspection are rated as:

Are services safe? – Good

We carried out an announced focused follow-up inspection at Balsall Heath Health Centre on 26 November 2018.

At this inspection we found:

- The practice had embedded system to ensure that they received, disseminated and learned from medicine safety alerts. Examples we looked at demonstrated that they had been actioned and discussed.
- The practice was able to demonstrate that they held appropriate emergency medicines, in line with guidance and that they had developed a system to ensure they stayed in date and in stock.
- Risk at the practice was identified, assessed and mitigated appropriately and the practice demonstrated that they were seeking assurances from the owners of the building that actions outside of their direct control were being completed.

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

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

Background to Balsall Heath Health Centre

Balsall Heath Health Centre is situated in the Balsall heath area of Birmingham, within a purpose-built health centre. The practice population is approximately 3,000 patients with a higher number of patients under 65 years of age compared to the national average. Approximately 77% of the practice population identify as Black, Minority, Ethnic (BME). The level of deprivation in the area according to the deprivation decile is one out of ten (The Index of Multiple Deprivation 2015 is the official measure of relative deprivation for small areas (or neighbourhoods) in England. Balsall Heath Health Centre is led by partnership made up of 3 partners (two GPs, one male and one female) and a nurse partner (female). The practice also has a Health Care Assistant (HCA) (female).

The practice manager is supported by a team of administration and reception staff. The practice's opening hours are Monday, Tuesday, Thursday and Friday between 8am until 6.30pm, 8am until 1pm on Wednesdays. The practice also provides extended hours

on Saturday between 8am and 8pm at local hubs through the federation. Appointments are available throughout the day from 9am until 6.30pm on weekdays. The practice's out of hours service is provided by NHS 111. Telephone lines are automatically diverted to the out of hours service when the practice is closed.

The practice is a member of the My Healthcare federation that offer extended hours at local hub centres, each weekday and at weekends from 8am until 8pm. The practice provides NHS primary health care services for patients registered with the practice and holds a General Medical Service (GMS) contract with the local Clinical Commissioning Group (CCG). Balsall Heath Health Centre is registered with CQC to provide five regulated activities associated with primary medical services, which are: treatment of disease, disorder and injury; family planning; maternity and midwifery; diagnostic and screening procedures and surgical procedures.

Are services safe?

At our previous inspection at Balsall Heath Health Centre on 31 October 2017, we rated the practice as requires improvement for providing safe services. We identified some concerns relating to the receiving of and acting on medicine safety alerts. The previous inspection also identified that the systems and processes in place to support risk identification and mitigation, and management of emergency medicines, would benefit from strengthening.

At this inspection, we rated the practice as good for providing safe services, because they were able to demonstrate that all areas that had been identified had been addressed appropriately.

We rated the practice as good for providing safe services.

Safety systems and processes

The practice had clear systems to keep people safe.

- There was an effective system to manage infection prevention and control.
- The practice had arrangements to ensure that facilities and equipment were safe and in good working order.
- Arrangements for managing waste and clinical specimens kept people safe.

Risks to patients

There were systems to assess, monitor and manage risks to patient safety.

- The practice was equipped to deal with medical emergencies and staff were suitably trained in emergency procedures.
- Staff we spoke with understood their responsibilities to manage emergencies on the premises and to recognise those in need of urgent medical attention. When there were changes to services or staff the practice assessed and monitored the impact on safety.

Appropriate and safe use of medicines

The practice had reliable systems for appropriate and safe handling of medicines.

- The systems for managing and storing medicines, including vaccines, medical gases, emergency medicines and equipment, minimised risks.
- We saw that patients' health was monitored in relation to the use of medicines and followed up on appropriately. Patients were involved in regular reviews of their medicines.

Track record on safety

The practice had a good track record on safety.

- There were comprehensive risk assessments in relation to safety issues.
- The practice monitored and reviewed safety using information from a range of sources.

Lessons learned and improvements made

The practice learned and made improvements when things went wrong.

- Staff we spoke with understood their duty to raise concerns and report incidents and near misses. Leaders and managers supported them when they did so.
- There were systems for reviewing and investigating when things went wrong. The practice learned and shared lessons, identified themes and took action to improve safety in the practice.
- The practice acted on and learned from external safety events as well as patient and medicine safety alerts. We saw that searches had been conducted and that actions that were appropriate had been taken. The practice was also able to demonstrate that they had shared learning throughout the staff team through meetings and discussion.

Please refer to the evidence tables for further information.