

OHP-BG Health

Inspection report

119 Griffins Brook Lane
Bournville
Birmingham
West Midlands
B30 1QN
Tel: <xxxx xxxxx xxxxxx>
www.bghealthcentres.nhs.uk

Date of inspection visit: 19 June 2019
Date of publication: 12/08/2019

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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Griffins Brook Medical Centre (BG Health) and the branch practice, Bunbury Road Surgery on 19 June 2019 as part of our inspection programme.

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 and good for all population groups.

We found that:

- There were systems and processes in place to keep people safe such as the safeguarding procedures, effective recruitment procedures and infection prevention and control.
- 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 practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. However, not all risks had been assessed and managed.

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

- Continue to promote and explore ways to improve the uptake of cancer screening.
- Have complaints information easily accessible to patients attending the practice.
- Review the arrangements in place to manage risks to ensure potential risks are effectively assessed, managed and regularly reviewed.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

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

Background to OHP-BG Health

OHP-BG Health is part of the provider at scale organisation Our Health Partnership (OHP). 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-BG Health was added as a location to the provider's Care Quality Commission (CQC) registration in August 2017.

OHP-BG Health (Griffins Brook Lane) is the main practice and is based at 119 Griffins Brook Lane, Bournville, Birmingham. B30 1QN. The practice has a branch site known as Bunbury Road Surgery and is located at 108 Bunbury Road, Northfield, Birmingham, B31 2DN. The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. NHS services are provided through a

General Medical Services (GMS) contract to approximately 7750 patients. 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 vaccination

The practice is part of the NHS Birmingham and Solihull Clinical Commissioning group (CCG). A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

The practice is situated in an area with moderate deprivation and a score of level three on the index of multiple deprivation. Level one represents the most deprived areas and level 10, the least deprived. The practice has a higher than average older practice population compared with the local and national average.

There are five GP partners (one male, four female), one managing partner and a deputy manager. There are three nurses who carry out reviews of patients who have long term conditions such as asthma and hypertension. They also provide cervical screening and contraceptive services. There are three healthcare assistants (HCAs)

who carry out duties such as, phlebotomy (taking blood for testing), spirometry, health checks and vaccinations. The practice manager is supported by a team of administrative staff.

The practice is a designated training practice for trainee GPs. These are qualified doctors who are learning the role of a GP.

OHP-BG Health (Griffins Brook Lane and Bunbury Road Surgery) are open from 8.30am to 6.30pm Monday to Friday. However, Griffins Brook Lane is closed from 12.30pm on a Wednesday and Bunbury Road Surgery is closed from 12.30pm on a Thursday. Patients can be seen

at either site. The practice is open extended hours on Monday 6.30pm to 7.30pm at Bunbury Road and Saturday 9am to 11.30am at Griffins Brook Lane. The CCG has commissioned an extended hours service. The extended hours service operates between 6.30pm and 8pm Monday to Friday, 9am to 1pm Saturday and Sunday. The service is available at an NHS hospital, The Royal Orthopaedic Hospital.

The practice has opted out of providing an out-of-hours service. Patients can access the out of hours service provider by calling NHS 111.