

# Ann Jones Health Centre

## Inspection report

52 Chesterton Road  
Birmingham  
West Midlands  
B12 8HE  
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Website [https://modalitypartnership.nhs.uk/  
your-gp-practice/west-midlands/gp/  
ann-jones-family-health-centre](https://modalitypartnership.nhs.uk/your-gp-practice/west-midlands/gp/ann-jones-family-health-centre)






Date of inspection visit: 21 May 2019  
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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

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 Ann Jones Health Centre on 21 May 2019 to follow up on breaches of regulation we identified during our inspection in April 2018.

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:

- The practice had taken appropriate action and responded to the concerns we identified during our previous inspection.
- The practice had improved their governance arrangements, including for management of risk, staff information and prescription stationery.
- The practice continued to provide effective care and treatment.

- Patient feedback was positive about staff. We received 35 CQC comments cards, all comments relating to staff were positive.
- The practice had carried out their own patient survey. Feedback from patients was mostly positive about the care they had received and access to appointments.
- The practice was responsive to individual patients' needs.
- The practice management team were experienced and capable of managing the practice. They were aware of the practice's challenges and had acted to find appropriate solutions.

**Whilst we found no breaches of regulations the practice should:**

- Continue to explore different ways to improve uptake with national cancer screening programmes.

**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

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

## Our inspection team

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

## Background to Ann Jones Health Centre

Ann Jones Health Centre is located at 52 Chesterton Road, Birmingham, West Midlands B12 8HE. The surgery has good transport links and car parking is available at the rear of the practice.

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

The practice is situated within the Sandwell and West Birmingham Clinical Commissioning Group (CCG) and provides services to approximately 1900 patients.

The practice is part of the Modality Partnership, an organisation operating across Sandwell, Birmingham, Walsall, Wokingham, Hull, Airedale, Wharfedale and Craven, Lewisham and East Surrey, providing NHS services to more than 410,000 patients. The partnership holds a corporate based organisational structure consisting of a national board, an executive divisional board, operational and clinical management groups, as well as management leads within these divisions.

The practice staff included two GPs (one male/one female) one locum GP one day a week, one part time

locum nurse, and a part time healthcare assistant that was shared with another practice within the organisation. Non-clinical staff included one practice manager and two reception staff.

There are higher than average number of patients registered with the practice under the age of 18, and fewer patients aged over 65 than the national average. The National General Practice Profile states that 64% of the practice population is from an Asian background with a further 21% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice offers training and teaching facilities to registrars and student physicians associates.

Appointment times are set out in the evidence tables. The practice offers extended access appointments on Wednesday evenings 6.30pm to 8pm at Bellevue Medical Practice and on Saturday mornings at Modality Attwood Green 9am to 12.30am. When the practice is closed patients are advised to contact NHS 111 or the Malling Health Centre.