

Norvic Family Practice

Inspection report

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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

Are services safe?	
Are services effective?	
Are services caring?	
Are services responsive?	
Are services well-led?	

Overall summary

January 2018. The overall rating for the service was Inadequate. Breaches of legal requirements were found and after the inspection we issued warning notices for Regulation 12: Safe care and treatment and Regulation 17: Good governance, HSCA (RA) Regulations 2014. The service was also placed into special measures.

We undertook a further inspection on 6 June 2018 to confirm that the service had carried out their plan to meet the legal requirements in relation to the warning notices issued. During the inspection we found the service had met the requirements of the warning notice. However, ongoing improvements were still required. We issued a requirement notice for Regulation 17: Good governance HSCA (RA) Regulations 2014.

We undertook a further comprehensive inspection on 5 September 2018. The purpose of the inspection was to confirm if the service had made sufficient improvements and be removed from special measures. During this inspection we identified that insufficient improvements had been made such that there remained a rating of inadequate for safe and requires improvement for effective, responsive and well led. We met with the providers to discuss the on-going non-compliance with the regulations, they assured us that the necessary improvements would be made. The period of special measures was extended for a further six months. We also issued a requirement notice for Regulation 17: Good governance HSCA (RA) Regulations 2014.

An announced comprehensive inspection was carried out on 8 May 2019. The purpose of the inspection was to confirm if the service had made sufficient improvements and be removed from special measures. The practice had made improvements and was rated Good for providing, safe, caring, responsive and well led services. The practice was rated requires improvement for providing effective services. However, there was no breach in regulation.

This GP focused inspection in September 2020 was undertaken in response to concerns we had received about how the practice responded to requests for home visits for vulnerable people. The inspection was undertaken remotely and included reviewing evidence provided electronically and interviews conducted by telephone and video calls. The inspection focused on specific areas relating to the practice's systems and processes for triaging, assessing and conducting home visit requests and therefore was not rated. We found that the practice were aware of the concerns we had received and that the systems for home visiting required improvement. The practice had responded to the concerns and they had taken action to improve, this included updating policies and procedures, significant event analysis and regular audits to ensure learning and improvement.

This report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider.

Our inspection team

The inspection was led by a CQC inspector.

Background to Norvic Family Practice

Norvic Family Practice is located in Smethwick, a town in Sandwell in the West Midlands. It is four miles west of Birmingham city centre and borders West Bromwich to the north and Oldbury to the west. There is access to the practice by public transport from surrounding areas. There are parking facilities on site.

The practice holds a General Medical Services (GMS) contract with NHS England. The GMS contract allows the practice to deliver primary care services to the local communities. The practice currently has an approximate list size of 9300 patients. The practice provides GP services commissioned by NHS Sandwell and West Birmingham 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 high levels of deprivation with a score of level two. Level one represents the most deprived areas and level 10, the least deprived. The age distribution of the practice population broadly follows that of the national average.

Norvic Family Practice (based in Victoria Health Centre) is the main site of the practice and is based at 5 Suffrage Street, Smethwick, West Midlands, B66 3PZ and operates from a purpose-built premise. Patient services are available on the ground floor level of the building. The premises are also shared with another GP practice and other healthcare professionals including district nurses, health visiting teams, physiotherapy and chiropody specialists. The practice has a branch site located at 110 Norman Road, Smethwick, West Midlands B67 5PU which is owned by the GP partners and is a converted residential property. The distance between the main site and branch is under two miles.

Both sites are open from 8am to 6.30pm Monday to Friday, with extended access provision available at the main site on Monday and Tuesday between 6pm to 8pm. Norvic Family Practice is closed at 5pm on a Thursday however, patients can access services at the branch site. The branch practice Norman Road is closed at 5pm on Wednesday and patients can access services at the main site.

Appointments are available at Norvic Family Practice Monday and Tuesday between 9am and 8pm. Wednesday and Friday between 9am and 6.30pm and Thursday between 9am and 5pm.

Appointments at the branch practice Norman Road are available Monday, Tuesday, Thursday and Friday between 9am and 6.30pm and Wednesday between 9am and 5pm.

The practice is currently managed by three GP partners (two male, one female). Following a period of mutual assessment an application was in progress to appoint a new GP partner. There were two regular GP locums, two practice nurses and three health care assistants (two with dual receptionist role). The practice also employs a Physician's Associate who also works across the practices within the Primary Care network (PCN). There is also a pharmacist and social prescriber who work across the PCN. The practice recently appointed a Finance and Business manager who works alongside the practice manager and are supported by a team of administrative and clerical staff.

When the practice is closed services are provided by an out of hours provider who are reached by following the instructions on the practice's answerphone message.