

# Perry Park Surgery

## Inspection report

291-293 Walsall Road  
Perry Barr  
Birmingham  
West Midlands  
B42 1TY  
Tel: 01213564131  
[www.perryparkandkingsdale.co.uk](http://www.perryparkandkingsdale.co.uk)

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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 effective?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focussed inspection at Perry Park Surgery 16 September 2019 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective and Well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: safe, responsive and caring.

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 except working age people (including those recently retired and students) .**

We found that:

- Patients received effective care and treatment that met their needs.
- The practice had made positive progress to improve childhood immunisations although further improvements were required to meet recognised targets.

- Similarly, uptake of cancer screening particularly cervical cytology required further improvement.
- Learning was encouraged, and staff were given opportunities to develop the skills required for their roles and responsibilities.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Two senior partners were due to retire within the next six months and the service needed to develop a formal strategy and direction to ensure sustainability.

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

- Update the practice website to ensure information is relevant and current.
- Continue to review action taken to improve uptake of national cancer screening to ensure it is working.
- Consider if additional nursing time for greater flexibility particularly regarding improving uptake for cancer screening including cervical cytology.
- Continue to monitor childhood immunisations to ensure meeting relevant targets.
- Consider a formal strategy for succession planning and direction of service and ensure staff members are involved and aware.

**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>Requires improvement</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.

## Background to Perry Park Surgery

Perry Park Medical Centre is located in Perry Barr, Birmingham and serves approximately 6000 patients. The practice holds a General Medical Services contract and provides GP services commissioned by NHS England.

The practice is managed by four GPs (two male, two female) who work on a part time basis. The practice has a salaried GP vacancy (three sessions) which is currently being covered by a locum GP as the practice has struggled to fill the vacancy. They are supported by a nurse lead (part time), practice nurse (part time) and a healthcare assistant (part time). Another nurse who had retired from the practice now works on a Friday to fill a vacancy.

The practice employs a full-time practice manager and a team of reception staff who all work part time. The practice has a branch site and most staff work across both sites.

The practice is accredited to train medical students and trainee GPs. The practice currently has two medical students but no GP trainees.

The practice is open from 8.30am to 8pm on Mondays including the branch site. Tuesdays to Fridays, the

practice is open from 8.30am to 6.30PM. The main site is closed from 1pm each Thursdays. However, the branch site is open until 6.30pm and patients are seen at the branch site. Patients have the choice to be seen at any sites when both practices are open. Urgent appointments are available on the day. Routine appointments can be pre-booked in advance in person, by telephone or online. Telephone consultations and home visits are available daily as required.

The practice has a branch surgery, Kingsdale Surgery, 422-424 Kings Road, Kingstanding, Birmingham, B44 0UJ. We did not visit the branch site during this inspection. The opening hours are the same as Perry Park Medical Centre with the exception that it remains open on Thursday afternoons to enable patients continued access to the service.

The practice has opted out of providing GP services to patients out of hours such as nights and weekends. During these times GP services are provided by Birmingham and District General Practitioner Emergency Room (BADGER), commissioned by Birmingham and Solihull (BSOL) Clinical Commissioning Group (CCG).