

OHP-Victoria Road Surgery

Inspection report

21 Victoria Road
Acocks Green
Birmingham
West Midlands
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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 OHP – Victoria Road Surgery on 8 January 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:

- The practice demonstrated that systems were in place to ensure that patients were appropriately safeguarded. They further demonstrated that safety systems were in place to manage risk throughout the practice.
- Quality outlook framework (QoF) performance was higher than local and national averages in many areas, together with lower than average overall exception reporting. This included areas relating to the care of patients with long term conditions, childhood immunisations and cancer screening.

- Patient feedback we reviewed relating to their involvement in care and treatment was higher than local and national averages.
- The practice demonstrated that patients were satisfied with access to care and treatment.
- The practice showed leadership and appropriate governance in relation to succession planning and development of training facilities for medical students.

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

- Review the management of staff training records to ensure they are maintained in a comprehensive format.
- Review risk relating to all areas accessed by patients, to ensure that control measures are always operating as intended.

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

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

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 and a second CQC inspector.

Background to OHP-Victoria Road Surgery

OHP – Victoria Road Surgery 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 added Victoria Road Surgery as a location to their registration in October 2017.


OHP – Victoria Road Surgery is situated in the Acocks Green area of Birmingham, within a building that has been adapted for the purpose of delivering primary care medical services. The practice population is approximately 4,200 patients. The population demographics are in line with local and national averages in terms of age. Approximately 30% of the practice population identify as Black, Minority, Ethnic (BME).

The level of deprivation in the area is rated two out of ten according to the Index of Multiple Deprivation 2015. (The Index of Multiple Deprivation is the official measure of relative deprivation for small areas (or neighbourhoods) in England. A rating of one being the most deprived and ten the most affluent of areas).

OHP – Victoria Road Surgery is led by three GP partners (two male and one female) who are supported by two recently employed practice nurses (both female). The Practice manager is supported by a team of administration and reception staff.


The practice's opening hours are Monday and Thursday 8.15am until 6.30pm and 8.15am until 6pm on Tuesdays and Fridays. The practice is open from 8.15am until 1pm on Wednesdays. The practice also provides extended hours on weekday evenings from 6.30pm until 8pm and on Saturdays between 9am and 1pm at another local practice through an extended hub arrangement.

Appointments are available throughout the day from 8.30am until 6.30pm on Mondays and Thursdays, 8.30am until 5.30pm Tuesdays and Fridays and from 8.30am until 1pm on Wednesdays. The practice's out of hours service is provided by Birmingham and District General



Emergency Rooms (BADGER) and the practice was one of the founding members of this out of hours service. Telephone lines are automatically diverted to the out of hours service when the practice is closed.

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).



OHP – Victoria Road Surgery 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.