

Chester Road Surgery

Inspection report

406C Chester Road
Castle Bromwich
Birmingham
West Midlands
B36 0LF

Tel: 01217703035

www.chesterroadsurgerycastlebromwich.nhs.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 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 Chester Road Surgery on 11 April 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 appropriate and well embedded systems in place to safeguard patients from abuse. However, safety systems to support the consideration of risk throughout the practice had led to some gaps.
- The practice demonstrated that outcomes for patients with diabetes, asthma, chronic obstructive pulmonary disease (COPD) and hypertension were higher than local and national averages.
- Cancer screening uptake rates were generally in line with local and national averages, but the practice had plans in place to improve these further.
- Childhood immunisation uptake rates were generally in line with local and national averages. The practice was taking actions to ensure this continued to improve. For example, discussing the importance of immunisations with parents opportunistically.

- Patient satisfaction scores in relation to involvement in care and treatment and how patients felt treated by the practice was higher than local and national averages. Feedback we received generally confirmed this.
- Patient satisfaction scores in relation to access to care and treatment was generally higher than local and national averages. The practice walk-in service for the morning doctor's surgery was generally popular with patients.
- The practice leadership demonstrated that they were open and committed to the service delivery of quality care. Internal systems for learning and dissemination of information were effective. Systems to support management of risk had allowed some low risk gaps, but the leadership team were committed to closing addressing these.

The areas where the provider **should** make improvements are:

- Review systems to support the management of risk to ensure all areas are fully considered and risk mitigated.
- Continue to ensure that prescribing of antibiotic, antibacterial and hypnotic items moves in line with local and national averages.
- Review systems for ensuring that childhood immunisation uptake rates continue to improve.
- Continue to implement actions in relation to ensuring that verbal complaints are fully documented and used for learning.

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 and a second CQC inspector.

Background to Chester Road Surgery

Chester Road Surgery is located in the Castle Bromwich area of Birmingham. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, surgical procedures and family planning. These are delivered from the main site with no branch sites.

Chester Road Surgery is situated within the Birmingham and Solihull (BSOL) Clinical Commissioning Group (CCG) and provides services to 3,750 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership consisting of a male GP and a female GP who registered with the CQC in April 2018. The practice employed their own practice nurse, a health

care assistant and the practice manager is supported by several administration staff. The practice is part of a wider network of GP practices or federation called the Northern Solihull Collaborative (NSC).

There are higher than average number of patients under the age of 39, in common with the characteristics of the Northern Solihull area of Birmingham City, and fewer patients aged over 45 than the national average. The National General Practice Profile states that 37% of the practice population is from a Black, Minority, Ethnic (BME) background. 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. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.