

Bellevue Medical 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

Requires improvement



Are services effective?

Requires improvement



Are services responsive?

Requires improvement



Are services well-led?

Good



Overall summary

We carried out an announced focussed inspection at Bellevue Medical Practice on 30 April 2019 in response to concerns we had received regarding prescription management and telephone and appointment access. As part of this inspection we also visited the practice's branch surgery; Modality Attwood Green.

The practice was previously rated as good overall with outstanding for providing responsive services. The previous reports for this practice can be found on our website www.cqc.org.uk.

During this inspection in April 2019 we only looked at how effective, responsive and well-led services were. Therefore, the ratings for safe and caring remain unchanged.

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 Requires improvement for providing effective and responsive services and Good for providing well-led services. We have rated all population groups as Requires improvement. This is because we found the difficulties patients experienced with telephone access and appointment availability affected all population groups.

We found that:

- The practice had experienced significant challenges in the 12 months leading up to our inspection which had impacted on their ability to provide effective and responsive services.
- Published data indicated the practice was not achieving targets for childhood immunisations, cervical screening and COPD reviews.

- Results from the 2018 national patient survey showed patient satisfaction with telephone access was significantly below local and national averages.
- The clinical leadership team were experienced, aware of the challenges facing the practice and had made some changes to the way they organised and delivered services to address challenges. However, they were not able to demonstrate if the changes had resulted in improved outcomes and satisfaction for patients.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

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

- The practice should continue to monitor patient satisfaction information and take appropriate action to be responsive to patients' needs.
- The practice should review their arrangements for interpreting services.
- The provider should continue to monitor uptake with cervical screening and explore alternative ways to improve uptake with screening.

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

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 Bellevue Medical Practice

Bellevue Medical Practice is located at 6 Bellevue, Edgbaston, Birmingham, B5 7LX. The practice is based within a modern purpose built building. Patient services are on the ground and the first floor. The surgery has good transport links and there is a pharmacy located nearby.

The practice has a branch surgery approximately one mile away at Modality Attwood Green.

The provider registered this practice with CQC in 2016 and is registered to deliver the following Regulated Activities from both sites except for surgical procedures, which is delivered from Bellevue Medical Practice only; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, Surgical procedures and Family planning.

Our inspection was led from Bellevue Medical Practice and a member of the inspection team visited the branch surgery as part of the inspection. 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 eight GPs (three male/five female) one practice nurse working two days a week, one locum nurse working one day a week, and four health care assistants. The practice manager was new into post and was supported by an Area Manager from the provider (Modality Partnership) at the time of our inspection. The practice manager and clinical staff were supported by a team of non-clinical staff.

Bellevue Medical Practice is situated within the Sandwell and West Birmingham Clinical Commissioning Group (CCG) and provides services to 11,000 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The National General Practice Profile states that 28% of the practice population is from an Asian background with a further 30% 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, which means GP trainees and foundation year doctors are able to undertake part of their training at the practice.

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.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The provider had not established systems and processes that operated effectively to ensure compliance with requirements to demonstrate good governance.</p> <p>In particular we found:</p> <ul style="list-style-type: none">• The arrangements for identifying, recording and managing risks, issues and implementing mitigating actions were not operated effectively, in particular in relation to the management of staffing changes and changes in clinical system.• The follow up system to improve quality outcomes for patients was ineffective, in particular for childhood immunisations and those patients with COPD. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>