

Kingfisher Berkley Practice

Inspection report

Churchill Road
Walsall
WS2 0BA
Tel: 01922927260

Date of inspection visit: 15 December 2022
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at Kingfisher Berkley Practice on 15 December 2022. Overall, the practice is rated as Good.

We rated each key question as follows:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

We carried out an announced comprehensive inspection at Kingfisher Berkley Practice as part of our inspection programme and to provide a rating for the service, as it had not been inspected before.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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 found that:

- There were effective systems and processes in place for recruitment and infection prevention and control.

Overall summary

- The practice had implemented systems that mostly supported the appropriate and safe use of medicines, this included regular monitoring arrangements for patients on high risk medicines. The practice did not however, have a policy or protocol in place to manage patients who did not respond to requests for monitoring to ensure consistency.
- Practices and processes were in place to keep people safe and safeguarded from abuse. However, the records of children and adults in the same household with safeguarding concerns were not always cross referenced.
- There was a structured and coordinated approach to the management of patients with long term conditions.
- The practice had met the minimum 90% uptake target for all five childhood immunisation indicators.
- The practice was below the minimum requirements for the uptake of cervical cancer screening and taking action to improve.
- Staff were provided opportunities for training and development with access to appraisals and supervision.
- Staff dealt with patients with kindness and respect. There was positive patient feedback. The national GP survey results showed the practice was mostly above the local and national averages for questions relating to caring.
- Feedback from the national GP survey showed patients responded positively to questions relating to access including flexibility and choice.
- The practice was responsive to the needs of vulnerable people including those who are homeless.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- There was compassionate, inclusive and effective leadership at all levels. Leaders continued to develop capacity and skills with a commitment to delivering high quality, sustainable care.
- There was clear and effective accountability and oversight to support good governance.

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

- Develop a structured process to manage patients who do not respond to requests for high risk medicine monitoring to ensure consistency. Implement this process and continue to follow up all patients who have not responded.
- Implement effective systems to monitor and review information documented in patients records on an ongoing basis. This includes patients who do not respond to requests for reviews and cross-referencing of records of children and adults in the same household with safeguarding concerns
- Continue to monitor and take action to improve the uptake of cervical cancer screening.
- Continue to review prescribing rates of medicines prescribed to patients for mental health needs to ensure optimal use of the medicine aligned with patient's health needs.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Kingfisher Berkley Practice

Kingfisher Berkley Practice is located in Walsall at:

Bentley Medical Centre

Churchill Road

Walsall

WS2 0BA

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, treatment of disease, disorder or injury and surgical procedures.

Kingfisher Berkley Practice is commissioned by NHS Black Country Integrated Care Board (ICB) which is part of the Black Country Integrated Care System (ICS) and delivers a General Medical Services (GMS) contract to a patient population of approximately 8,600. This is part of a contract held with NHS England.

The practice is part of Modality Partnership which is a GP partnership that operates primary health care and community services nationally. Kingfisher Berkley Practice is one of nine practices within the Walsall Modality division. The practice is also part of a wider network of GP practices (PCN) which enables local health services to work together to deliver services to the local population.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second decile (one of 10). The lower the decile, the more deprived the practice population is relative to others. According to the latest available data, the ethnic make-up of the practice area is 83% White, 9% Asian, 3% Black with the remaining patients of Mixed, and Other ethnicity. The age distribution of the practice population shows a higher older practice population compared with the local and national averages, with broadly similar numbers of male and female patients across the age groups. Average life expectancy is about 76 years for men and 82 years for women compared to the national average of 79 and 83 years respectively.

The staffing consists of a team of three GP partners (two female and one male) and two salaried GPs (both female), each working between two and seven sessions a week. In addition, there were four locum GPs who worked regularly at the practice between two and nine sessions a week. The team includes three practice nurses, one clinical pharmacist and a health care assistant. The administrative team includes a practice manager, two senior patient services assistants, a team of patient services assistants, a referral coordinator and a document management administrator.

The practice was an accredited teaching and training practice for trainee GPs, newly qualified doctors and final year medical students.

When the practice is closed patients are advised to contact the NHS 111 service. Patients also have access to the Extended GP Access Service between 7.30pm and 8pm on weekdays and 9am to 5pm on Saturdays.