

# Hobs Moat Medical Centre

## 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

Outstanding 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Outstanding 

Are services responsive?

Good 

Are services well-led?

Outstanding 

# Overall summary

**This practice is rated as Outstanding overall.** At the previous inspection in September 2015 the practice were rated as good overall.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Outstanding

Are services responsive? – Good

Are services well-led? – Outstanding

We carried out an announced comprehensive inspection at Hobs Moat Medical Centre on 15 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 concluded that:

- Patients were able to access care and treatment in a timely way.
- Quality Outcomes Framework data was generally in line, or above, local and national averages. Exception reporting data was generally lower than both the CCG and England averages in indicators such as long term conditions.
- Staff we spoke with were positive about working at the practice and the leadership and management team.
- We found several areas of continuous improvement and innovation undertaken by the practice and found the practice were always willing to participate in pilot studies and trials.
- The practice assessed and responded to the needs of their population groups.
- Patients with spoke with and the Patient Reference Group were positive about the practice, the services offered and the care and treatment delivered at the practice.

We rated the practice as **good** for providing **safe, effective and responsive** services.

We rated the practice as **outstanding** for providing **caring** services because:

- Patient satisfaction through the National GP Patient Survey was higher than both the CCG and England averages across all indicators relating to caring.
- Patient feedback through comment cards, reviews on NHS Choices and patient consultations on the day of the inspection were very positive about the caring nature of the practice.
- The practice completed a number of patient surveys, in partnership with their Patient Reference Group, to understand their patient population and work to find new initiatives and innovations to meet those patient needs.
- The practice had proactively identified and supported 485 carers, approximately 4.4% of the practice population. Patients identified as carers were eligible for a number of enhanced services such as tailored flu vaccination invitations, a carer's support advisor held a monthly clinic at the practice and there was literature in the practice waiting room of local support groups and networks.

We rated the practice as **outstanding** for providing **well-led** services because:

- The practice demonstrated a strong leadership team with clear roles, responsibilities, lead areas and values. Staff we spoke with commented on how the strong leadership team provided clear direction and guidance and impacted on a positive working environment.
- The practice worked proactively with the Patient Reference Group (PRG) to undertake a number of surveys and responded to patient need with a number of innovative services.
- The practice had a strong culture of learning and development and encouraged staff to undertake further learning and training to increase the skill mix within the practice and provide enhanced services to patients.
- The practice leadership team continually assessed and responded to patients' needs within their population group. For example, the practice improved staff awareness and response in relation to suicide awareness and prevention following a higher than normal prevalence. In addition to this, the practice had purchased software for their website which enabled visually impaired patients to listen to the text and information on the website.

# Overall summary

- The practice worked to achieve a number of accreditations such as; Military Veteran Aware Accreditation, autism friendly, dementia friendly and Lesbian & Gay Foundation GOLD Pride in Practice to improve the quality of care for patients.

**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

<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>Good</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 adviser and practice manager specialist adviser.

## Background to Hobs Moat Medical Centre

Hobs Moat Medical Centre is located in Solihull Birmingham. The practice provides services for approximately 11,068 patients. The practice holds a General Medical Services (GMS) contract and provides GP services commissioned by NHS Birmingham and Solihull Clinical Commissioning Group.

The practice is managed by six GP partners (four male and two female) who are supported by three practice nurses, a practice manager and a team of reception, clerical and administrative staff.

The practice provides a range of clinics and services, which are detailed in this report, and opens between the hours of 8am and 6.30pm, Monday to Friday.

Outside of practice opening hours patients are able to access pre-bookable evening and weekend appointments through a network of local practices. In addition to this, a service is provided by a local out of hours provider, Badger, by patients dialling the NHS 111 service.

According to Public Health England information, the practice demography is generally in line with the national and local averages. Income deprivation affecting children and older people is lower than the practice average across England.