

OHP-Yardley Wood Health 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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at OHP-Yardley Wood Health Centre on 30 October 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 requires improvement for all population groups.

We rated the practice as **good** for providing safe, effective, caring, and well led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Practice staff learned from incidents and complaints.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. There was clear action taken in response to challenges faced and in supporting local priorities.

We rated the practice as **requires improvement** for providing responsive services and for all the population groups because:

- People were not always able to access care and treatment in a timely way. Although, the practice was clearly able to evidence action they were taking to try and improve patient access results from the National GP Patient Survey were significantly lower than CCG and national averages. However, results from the practice's own patient survey were starting to show an improved trajectory.
- Issues relating to access impacted on all population groups.

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

- Consider undertaking a review of prescribing controlled medicines to identify any potential areas for improvement.
- Continue to review action taken to improve uptake of cervical cancer screening.
- Continue to review and monitor action taken to improve patient access to ensure the improved trajectory is maintained.
- Review areas of administrative record keeping to support the service including: recording of all staff immunisations in line with recognised guidance; maintenance of cleaning records for all clinical equipment; improved recording of staff meetings to ensure they provide a comprehensive account for future reference and taking forward any actions.

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 consisted of a CQC lead inspector **and** a GP specialist advisor.

Background to OHP-Yardley Wood Health Centre

OHP-Yardley Wood Health Centre is located in the Yardley Wood area of Birmingham. The premises are purpose built for providing primary medical services and include car parking facilities. There is a pharmacy close to the practice.

OHP-Yardley Wood Health Centre sits within Birmingham and Solihull Clinical Commissioning Group (CCG) and provides services to approximately 9,100 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 practice is part of the Moseley, Billesley and Yardley Wood Primary Care Network (PCN). PCNs are groups of practices working together to improve and develop services locally.

The practice is also part of Our Health Partnership (OHP), provider at scale. OHP currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. OHP 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 practice level.

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

The practice has five GP partners (three male and two female) and two salaried GPs (both female). Practice staffing also include a Nurse Practitioner and Paramedic Practitioner, three practice nurses, a Healthcare Assistant, two phlebotomists, a practice manager, assistant practice manager and a team of administration and reception staff. The practice is also supported by a clinical pharmacist employed through their PCN. At the time of the inspection the practice manager was on long term leave, the practice was being supported by an interim practice manager.

The practice is a GP training practice for qualified doctors training to become a GP and a teaching practice for medical students.

The practice opening times are 8am to 12.45pm and 2pm to 6pm Monday to Friday with the exception of Thursdays when the practice opens at 7am. Extended access appointments are available at the practice Monday to Thursday 6.30pm to 8pm and on a Saturday morning 8.30am to 11.30am. Video consultations are also offered through the OHP partnership as part of the wider extended access arrangements for patients who

have signed up to receive the service. During the out of hours period, patients can access primary medical services through the NHS 111 telephone number. The out of hours provider for the practice is BADGER.

The area served by the practice has above average levels of deprivation. Information published by Public Health England rates the level of deprivation within the practice population as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice population age distribution is

slightly older than the CCG and national averages. For example, 10% of the practice population is 75 years or more compared to the CCG average of 6% and the national average of 8%. The practice population is predominantly white (74%) (source: Public Health England and 2011 Census). Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.