

Scott Arms Medical Centre

Inspection report

Whitecrest
Great Barr
Birmingham
B43 6EE
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www.Scottarmsmedical.co.uk

Date of inspection visit: 27 September 2023
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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 safe?

Requires Improvement



Are services effective?

Requires Improvement



Are services caring?

Requires Improvement



Are services responsive to people's needs?

Inadequate



Are services well-led?

Requires Improvement



Overall summary

We carried out an announced comprehensive at Scott Arms Medical Centre on 27 September 2023. Overall, the practice is rated as requires improvement.

Safe - requires improvement

Effective - requires improvement

Caring - requires improvement

Responsive – inadequate

Well-led - requires improvement

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. This was a new registration and the practice had not been inspected previously under this provider.

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 clinical 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:

- Patients' needs were assessed; however, care and treatment was not always delivered in line with current standards and evidence-based guidance.
- Governance systems required strengthening to ensure risks were mitigated. For example, we identified concerns in relation to the actioning of safety alerts and monitoring and follow-up of patients with long-term conditions.

Overall summary

- The provider could not demonstrate there was an effective process in place to ensure vaccine fridges were monitored appropriately and relevant action taken where needed.
- The provider was acting to improve appointment and telephone access, however, patient feedback through the National Patient Survey had decreased significantly over the past 2 years in relation to access and the provision of care.
- The practice learned from incidents, events and complaints and ensured learning was shared amongst the staff team.
- We found the premises were well maintained, appeared clean and tidy and had appropriate infection prevention and control arrangements in place.

We found breaches of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The provider **should**:

- Improve uptake of cervical cancer screening and children's immunisations to meet minimum targets.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff 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 Scott Arms Medical Centre

Scott Arms Medical Centre is located in Great Barr at:

Whitecrest

Great Barr

Birmingham

B43 6EE

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

The practice is situated within the Black Country Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 11,200. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices called Health Vision.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group rated as (7 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 69% White, 21% Asian, 6% Black, 2% Mixed, and 2% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of 6 GPs. The practice has a team of 3 physician associates, 1 nurse practitioner, 2 practice nurses who provide nurse led clinics and 2 healthcare assistants. The GPs are supported at the practice by a team of reception/administration staff. The practice has 2 practice managers to provide managerial oversight.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided on Monday and Wednesday evenings at the practice from 6.30pm to 8pm and locally late evening and weekend appointments are available through the primary care network. Out of hours services are provided by NHS111.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <ul style="list-style-type: none">• Patients on high-risk medicines were not being monitored appropriately.• Patients with long term conditions were not receiving the appropriate reviews.• Staff did not take appropriate action when monitoring of vaccine fridges to ensure vaccines were fit for purpose.• The provider was unable to demonstrate they complied with the relevant safety alerts issued by the Medicines and Healthcare products Regulatory Agency (MHRA). <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <ul style="list-style-type: none">• Governance processes were ineffective to ensure risks were acted on. We found systems needed strengthening to ensure risks were identified, monitored and mitigated in the care and treatment of patients. This included in the monitoring and management of patients on high risk medicines, those patients with long term conditions or with a potential missed diagnosis. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>