

Hodge Hill Family Practice

Inspection report

First Floor
Roughlea Avenue
Birmingham
B36 8GH
Tel: 01216616961
www.hodgehillfamilypractice.co.uk

Date of inspection visit: 18 November 2022
Date of publication: 21/12/2022

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 Hodge Hill Family Practice on 18 November 2022. Overall, the practice is rated as Good.

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 Hodge Hill Family 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

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

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 have rated this practice as Good overall

Overall summary

We found that:

- The practice had systems in place to keep patients safe and staff were all trained in safeguarding principles and processes.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had systems in place to manage medicines safely.
- 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.
- Staff were supported appropriately and told us they worked in an environment that was open so felt they could approach managers when needed.
- Patients accessed care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice managed patients with long term conditions effectively.
- We found where child immunisation targets were lower than expected the practice were already working with patients through their action plan to improve these targets.
- We found that the practice had developed services to meet the needs of their patients
- The PPG told us that service had improved since the provider had changed and patients could generally access a GP.
- The practice had policies and systems in place so incidents, accidents and significant events could be learned from as part of improving patient care.
- The practice monitored how it performed so where improvements were needed this could be done.

We found no breaches of regulations. The provider should:

- Continue to increase the uptake of childhood immunisations.
- Continue to increase the uptake for cervical, breast and bowel cancer screening.
- Continue to improve patient satisfaction in relation to patient surveys results.

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 a site visit was carried out. The team included a GP specialist advisor (SpA) who spoke with the lead GP using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Hodge Hill Family Practice

Hodge Hill Family Practice is located in Birmingham:

First Floor

Roughlea Avenue

Birmingham

B36 8GH

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

The practice is situated within the Birmingham & Solihull Integrated Care System (ICS) (formerly Birmingham and Solihull Clinical Commissioning Group (CCG)) and delivers General Medical Services (GMS) to a patient population of approximately 5,848 people. This is part of a contract held with NHS England.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest 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 26.5% Asian, 54.6% White, 12% Black, 5.6% Mixed, and 1.3% Other.

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

There is a team of four GPs who provide cover to the practice. The practice has one practice nurse, two healthcare assistants, a PCN paramedic, two social prescribers, a PCN and practice clinical pharmacist and a team of health visitors based off site. The GPs are supported at the practice by a team of reception/administration staff. The practice manager provides managerial oversight.

The practice is open between 8am to 6:30pm Monday to Friday and closed at weekends. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided by the PCN from the practice, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.