

OHP-Dr EJ Wigley & Partners

Inspection report

Millennium Medical Centre
121 Weoley Castle Road
Birmingham
West Midlands
B29 5QD
Tel: 01214275201
www.millenniummedicalcentre.co.uk

Date of inspection visit: 13 February 2019
Date of publication: 22/03/2019

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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection of OHP-Dr EJ Wigley & Partners on 13 February 2019.

The practice was previously inspected under the previous provider in September 2016 and was rated Good overall.

During this inspection in February 2019, 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 Good for all population groups.

We rated the practice as **requires improvement** for providing safe services because:

- We found not all patients on high risk medicines were monitored according to guidelines.
- We found not all GPs had completed required infection prevention and control training in line with the practice's training policy.
- We found weaknesses in the management of some staff information and risk assessments relating to the premises.
- We found the practice were carrying out minor surgery, however they were not registered with CQC for this regulated activity. The CCG confirmed the practice had stopped this activity with immediate effect until they had the proper authorisation.

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

- There was clear evidence of learning following significant events across the practice.

- The practice involved and engaged with the PPG to improve services for patients.
- The practice communicated with health professionals in external services to ensure better outcomes for patients.
- The practice had a dedicated staff member in charge of producing and updating information for carers.
- The practice had recognised that patient satisfaction with telephone access was poor and had developed an appropriate action plan to try and improve services.
- GPs working at the practice met daily each morning to discuss complex patients and share workload including home visits.
- The clinical staff met monthly for education training sessions to keep updated on new guidelines or learning following audits.

The areas where the provider **should** make improvements are:

- The practice should continue to ensure high risk medicines are being appropriately managed.
- The practice should consider improving its management of information to allow more effective monitoring, for example staff files and training records, patient satisfaction information, and risk assessments in relation to equality access and premises.
- The practice should continue to review and identify ways for improving uptake of cancer screening and child immunisations.

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	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included an additional CQC inspector and a GP specialist advisor.

Background to OHP-Dr EJ Wigley & Partners

OHP-Dr EJ Wigley & Partners (also known as Millennium Medical Centre) is part of the provider at scale organisation Our Health Partnership (OHP).

Our Health Partnership (OHP) currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. The provider 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 practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally.

OHP added OHP-Dr EJ Wigley & Partners as a location to their registration in September 2017.

The practice is registered to provide the following regulated activities from its registered address and branch surgery:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Treatment of disease, disorder or injury

During the inspection we found the practice was carrying out minor surgery, however they were not registered with CQC to provide this regulated activity. The practice told us they were not aware they were not registered to provide this service and would stop all minor surgery with immediate effect until they had the proper authorisation.

The practice address is Millennium Medical Centre 121 Weoley Castle Road, Birmingham, West Midlands B29 5QD.

Overall, the service provides care to approximately 9,700 patients. Information from Public Health England states that 20% of the practice population is from an Asian, black, mixed or other non-white ethnic groups. The level of deprivation within the practice population group is rated as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

One of the GP partners is registered as the CQC registered manager.

The practice employs seven GPs (four male and three female), two nurses, and two healthcare assistants. There is one practice manager who is supported by a team of administrative and reception staff, some of which also carry out secretarial and call handling duties.

The service offers training and teaching facilities, which means GP trainees and foundation year

doctors are able to undertake part of their training at the practice.

The practice offers pre-bookable, same day face to face consultations and telephone consultations with a health care professional. The service also offers home visits to house bound patients on request, a clinician may contact the patient prior to a visit to determine the nature of the illness. Opening and appointment times are set out in the evidence tables. Pre-bookable Saturday morning appointments are available at the practice in addition to pre-bookable evening and weekend appointments that are available at the provider led Hub site as part of the services extended hours service:

Monday to Friday from 6.30pm to 8pm and Saturday/ Sunday mornings 9am to 1pm at the

Royal Orthopaedic Hospital Gate C, Main Entrance, Bristol Road South, Northfield, B31 2AP.

When phone lines are closed during the day, patients can leave a message for the practice or access medical advice through SouthDoc Services. SouthDoc Services notify the practice of all messages taken.

When the practice is closed on evenings, weekends and bank holidays, patients are automatically diverted to the GP out of hours service provided by the Badger Out of Hours Group. Patients can also access advice through the NHS 111 service.