

Bellevue Medical Practice

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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Bellevue Medical Practice on 22 January 2020 to follow up on breaches of regulation we found during our inspection of the practice in April 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 the practice as Requires improvement overall and for providing Effective and Responsive services. We have rated all population groups as Requires improvement. This is because we found the difficulties patients experienced with telephone access and appointment availability affected all population groups.

We found that:

- Not all patients received effective care and treatment that met their needs. Although the practice had reviewed systems to improve the management of patients not attending the practice for children's immunisations and cervical cancer screening, the practice could not demonstrate they had fully explored all the barriers to patients not attending for their appointments.
- Published data for patients with long term conditions and Mental health conditions showed that patients were not always receiving effective care and treatment.
- The practice had made changes since the last inspection to improve telephone and appointment access. Data the practice gave us showed that patient satisfaction was improving, and data regarding call times showed that the amount of time patients were waiting to have the phone answered had reduced. However, patient feedback during the inspection, indicated that patients were still experiencing

difficulties accessing the practice and the practice could not demonstrate that changes they had implemented had resulted in significant improvements in patient satisfaction.

We have rated this practice as Good for providing Safe, Caring and Well-led services.

We found that:

- The practice had responded appropriately to our concerns from the last inspection and reviewed systems and processes to ensure that quality of care was being monitored and resources more effectively managed.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- We saw that staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had provided clinical and non-clinical staff with training where gaps in performance had been identified.
- The practice had re-organised services to better meet patients' needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Improve the incident reporting arrangements to enable a more accurate picture of incidents to be presented to the senior management team.
- Continue to explore alternatives to increase uptake with children's immunisation and cancer screening.
- Continue to improve systems to monitor patient satisfaction information and continue to take appropriate action to be responsive to patients' needs.

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 was led by a CQC lead inspector. The team included a GP specialist advisor, a practice nurse specialist advisor and a second practice nurse specialist advisor who was shadowing the team.

Background to Bellevue Medical Practice

Bellevue Medical Practice is located at 6 Bellevue, Edgbaston, Birmingham, B5 7LX. The practice is based within a modern purpose-built building. Patient services are on the ground and the first floor. The surgery has good transport links and there is a pharmacy located nearby.

The practice has a branch surgery approximately one mile away at Modality Attwood Green. During this inspection we inspected the main surgery Bellevue Medical Practice, we did not visit the branch surgery.

The provider, Modality Partnership, registered this practice with CQC in 2016 to deliver the following Regulated Activities from both sites: diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and family planning. The provider is also registered to provide surgical procedures, however during the inspection the provider told us they no longer deliver surgical procedures from Bellevue Medical Practice and would be submitting the appropriate forms to remove this regulated activity from their registration.

The practice is part of the Modality Partnership, an organisation operating across Sandwell, Birmingham, Walsall, Wokingham, Hull, Airedale, Wharfedale and Craven, Lewisham and East Surrey, providing NHS

services to more than 410,000 patients. The partnership holds a corporate based organisational structure consisting of a national board, an executive divisional board, operational and clinical management groups, as well as management leads within these divisions.

The practice staff includes 12 GPs, one practice nurse (two days a week) and two locum nurses to cover the remaining three days and the branch site, and four health care assistants. The practice has recently recruited a second practice nurse, however at the time of the inspection they were receiving their induction training at another practice within the organisation. There is a diabetes specialist nurse working at the practice one day a week, who is employed by the provider to work at multiple practices.

At the time of the inspection the post for practice manager was vacant and the area manager was supporting the practice with this role while the practice recruited a new manager. The practice manager and clinical staff were supported by a team of non-clinical staff this included a team that was dedicated to managing clinical documents.

Bellevue Medical Practice is situated within the Sandwell and West Birmingham Clinical Commissioning Group

(CCG) and provides services to 10,700 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 National General Practice Profile states that 58% of the practice population is from a black and minority ethnic (BME) group. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice offers training and teaching facilities, which means GP trainees and foundation year doctors are able to undertake part of their training at the practice.

Appointment times are set out in the evidence tables. The practice offers extended access appointments on Wednesday evenings 6.30pm to 8pm at Bellevue Medical Practice and on Saturday mornings at Modality Attwood Green 9am to 12.30am.

As part of primary care network arrangements patients can access an appointment at other practices within the partnership on every week night between 6.30 and 8pm and on Sundays at Enki Medical practice 9am to 12pm.

When the practice is closed patients are advised to contact NHS 111 or Malling Health Centre.