

OHP-The Manor Practice

Inspection report

James Preston Health Centre
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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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at OHP-The Manor Practice on 19 February 2020 as part of our inspection programme.

The practice was previously inspected on the 14 January 2019 and received a rating of requires improvement overall. At this inspection we followed up on breaches of regulations identified at the previous inspection.

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.

We rated the practice as **good** for providing safe, caring, responsive and well-led services and for the older people; families, children and young people; vulnerable people and people experiencing poor mental health population groups because:

- The practice had made significant improvements in response to our previous inspection in January 2019. In particular, improvements in the management of medicines, incidents and complaints, and sharing of information and learning.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We rated the practice as **requires improvement** for providing effective services and for the people with long-term conditions and working age population groups because:

- The practice had areas of high exception reporting and was unable to demonstrate that action taken had led to improvement.
- Uptake of cervical screening was not meeting national targets.

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

- Improve arrangements for the management of fire drills, to provide staff with skills and knowledge to enable them to respond appropriately in the event of a fire.
- Continue to review and improve the management of exception reporting.
- Review action taken to improve uptake of cervical screening and identify ways this may be further improved.

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	Requires improvement 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Requires improvement 
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 a GP specialist advisor and a second GP specialist advisor who was shadowing the team.

Background to OHP-The Manor Practice

OHP-The Manor Practice is located across two practice sites. The main practice is based in the James Preston Health Centre and the branch site is in the Ashfurlong Medical Centre, both are located in Sutton Coldfield in the West Midlands. The premises are both purpose built health centres for providing primary medical services and have pharmacies close by.

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

The practice sits within Birmingham and Solihull Clinical Commissioning Group (CCG) and provides services to approximately 17,500 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 Alliance of Sutton Practices Primary Care Network (PCN). PCNs are groups of practices working together to improve and develop services locally.

The practice is 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 practice has six GP partners (three male and three female), four salaried GPs, a GP retainer and a GP registrar. The clinical team also includes an advanced nurse practitioner, seven practice nurses, two health care assistants and a phlebotomist. Non-clinical staff consist of a practice manager, admin manager and finance manager supported by a team of reception and administrative staff.

The practice opening times are 8am to 6.30pm Monday to Friday. In addition the branch site is open until 8.15pm on a Monday and between 8.30am and 12.30pm on a Saturday. Patients can also access extended access appointments at Ley Hill Surgery between 6.30pm and 8pm Monday to Friday and 8.30am to 12.30pm on a Saturday and Sunday. 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 below average levels of deprivation. Information published by Public Health England rates the level of deprivation within the practice population as eight 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. The practice population is predominantly white (89%) with a further 11% of the practice population originating from Asian, Black, Mixed race or other non-white ethnic groups

(source: Public Health England and 2011 Census). Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.

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