

# Church Road Surgery

## Quality 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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

This was a follow up desk-based review carried out on 6 February 2017, to confirm the practice had met the areas for improvement that we identified on our previous inspection on 29 September 2016. The full comprehensive report following the inspection on 29 September 2016 can be found by selecting the 'all reports' link for Church Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This report covers our findings in relation to those improvements.

Overall the practice is now rated as Good.

Our key findings were as follows:

- The practice had undertaken disclosure and barring service (DBS) checks for non-clinical staff members who chaperoned. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

- All staff had completed relevant training for chaperoning so that they were aware of their responsibilities when undertaking this role.
- Health and safety and fire safety risk assessments had been completed and staff had also received training in these areas.
- Details of the practice opening times and various clinic times in the practice leaflet were not aligned on the practice website. For example, the opening hours for Monday and Friday afternoons and the finishing time for the well baby/Immunisation clinic were inconsistent. The practice manager told us that the information on the practice leaflet was incorrect and provided us with an updated practice leaflet which had information consistent with the website.

### Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

There were disclosure and barring service (DBS) checks in place for non-clinical staff members who chaperoned and staff who carried out the role of chaperoning had received the relevant training.

The practice had completed risk assessments in areas of health and safety and fire safety. Staff had also received training in health and safety and fire safety.

**Good**



# Church Road Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This follow up desk based review was carried out by a CQC Inspector.

## Background to Church Road Surgery

Church Road Surgery is located in Aston, Birmingham and has approximately 4800 registered patients. The practice is led by two GP partners (both male) and has two salaried GPs (both female). There is also a female practice nurse, a practice manager, a healthcare assistant (who is also a holistic therapist) and an IT manager. The team also consists of administration/ reception staff. The practice has a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services.

The practice is open between 8am and 6.30pm Mondays to Fridays. It offers extended opening on Mondays and Wednesdays until 7pm. In addition to pre-bookable appointments that can be booked three months in advance, urgent appointments are also available for people that need them.

The practice has opted out of providing out-of-hours services to their own patients this service is provided by BADGER (Birmingham and District General Practitioner Emergency Room). Patients are directed to this service on the practice answer phone message. The practice is in an area that has a high level of social and economic deprivation.

## Why we carried out this inspection

We undertook a comprehensive inspection of Church Road Surgery on 29 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for providing safe services. The full comprehensive report following the inspection on 29 September 2016 can be found by selecting the 'all reports' link for Church Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This follow up desk-based review of Church Road Surgery was carried out on 6 February 2017 to confirm the actions taken by the practice to improve the quality of care.

## How we carried out this inspection

We carried out a follow up desk-based review of Church Road Surgery on 6 February 2017. This involved reviewing evidence that the practice had submitted including:

- Confirmation of disclosure and barring service (DBS) checks for non-clinical members of staff who chaperoned.
- Training records to demonstrate staff had undertaken training in chaperoning, health and safety and fire safety.
- Completed risk assessments in health and safety and fire safety.
- Practice website and leaflet information.

# Detailed findings

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our previous inspection on 29 September 2016, we rated the practice as requires improvement for providing safe services. The practice had not reviewed the systems and processes in place to manage risks in relation to staff undertaking the role of a chaperone, health and safety and fire safety. There was inconsistent information about the opening and clinic times on the practice website and the practice leaflet.

As part of the follow up desk-based review on 6 February 2017, the practice submitted evidence demonstrating the actions they had taken to address the areas for improvements. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

When we inspected the practice during September 2016 we found that the practice had not formally assessed the risks in the absence of disclosure and barring service (DBS)

checks for non-clinical members of staff who chaperoned. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). Staff spoken with was unable to demonstrate adequate knowledge of the role of a chaperone. As part of the desk based review the practice provided evidence to demonstrate that DBS checks had been completed for all non-clinical members of staff who chaperoned. We also received confirmation that all staff had completed relevant training to enable them to appropriately carry out the role of a chaperone.

### Monitoring risks to patients

We saw records to demonstrate that risk assessments had been completed to ensure that risks to patients who used services and others were assessed and managed appropriately. The practice had completed risk assessments in areas of health and safety and fire safety. Staff had also received training in relation to health and safety and fire safety.