

Greet Medical Practice

Inspection report

50 Percy Road
Birmingham
B11 3ND
Tel: 01217666113

Date of inspection visit: 27 July 2021
Date of publication: 13/09/2021

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 well-led?

Good 

Overall summary

We carried out an announced inspection at Greet Medical Practice on 27 July 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring – Good (carried over from previous inspection)

Responsive – Good (carried over from previous inspection)

Well-led – Good

Following our previous inspection on 21 October 2021 the practice was rated as good for providing effective, caring and responsive services. However, it was rated as requires improvement for providing safe and well-led services and therefore, rated requires improvement overall.

The full reports for previous inspections can be found by selecting the 'all reports' link for Greet Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused follow-up inspection to follow up on:

- *Safe, effective and well-led*
- *The breaches previously identified*
- *We carried forward ratings for caring and responsive from previous inspections as the information we held did not indicate any change to ratings.*

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 and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

Overall summary

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 good for all population groups.

We found that:

- The practice had improved in the areas identified in our previous inspection in October 2019 to provide care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs. The practice was aware some areas needed further improvement including uptake rates for cervical cytology and childhood immunisation. The practice was able to demonstrate that improvements were being achieved.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. The leadership team were aware of the challenges and risks and were addressing them. For example, the practice was able to demonstrate how they met challenges to meet the access needs of patients. The latest national patient survey results showed improvement in patient satisfaction to access to appointments.

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

- Continue to improve cervical cytology and childhood immunisation uptake rates.

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 who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Greet Medical Practice

Greet Medical Practice is located at 50 Percy Road, Birmingham, B11 3ND. The surgery is located near good transport links and there is a pharmacy located nearby.

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

Greet Medical Practice is situated within the Birmingham and Solihull (BSol) Clinical Commissioning Group (CCG) and provides services to approximately 6000 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. However, the practice was in the process of migrating to a General Medical Services (GMS).

The provider is partnership who registered with the CQC in December 2012. The practice employed two long term female locum GPs (one male and one female) and one trainee GPs.

The practice employs a practice nurse and a health care assistant. There is a practice manager who is supported by several administration staff. The practice part of a wider network of GP practices called a Primary Care Network (PCN) and is also part of the SmartCare Federation.

The National General Practice Profile states that 62% of the practice population is from an Asian background and 24% from a white background. 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 opening times are:

Monday: 8am – 8.30pm

Tuesday: 8am - 6.30pm

Wednesday: 8am - 6.30pm

Thursday: 8am - 7.30pm

Friday: 8am - 6.30pm

Extended opening is available at the Urgent Treatment Centre run by the SmartCare federation and is located at the back of Practice.

Monday: Friday 8am-8pm

Saturday: 8am – 8pm

Sunday: 8am – 8pm