

# Midlands Medical Partnership - Birmingham North East

## Inspection report

Erdington Medical Centre  
103 Wood End Road, Erdington  
Birmingham  
West Midlands  
B24 8NT  
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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 

# Overall summary

We carried out an announced comprehensive inspection of Midlands Medical Partnership -Birmingham North East (MMP), in November 2018. While no breaches of legal requirements were found, the practice was rated as requires improvements for providing safe services. This was because we identified some areas where the provider should make improvements.

We carried out a focussed desk-based inspection of MMP on 4 September 2019 to check that the provider had made improvements in line with our recommendations. This report only covers our findings in relation to those requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Midlands Medical Partnership -Birmingham North East on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our key findings across all the areas we inspected were as follows:

- Since our comprehensive inspection in November 2018, the provider had reviewed their arrangements for mitigating and managing risks, including fire and health and safety.

- The practice had improved their system for identifying carers including young carers and the overall number of carers had increased from 435 in November 2018 to 645 patients in June 2019.
- The provider had implemented a formal program of clinical supervision for all nursing staff.
- The provider was aware patient satisfaction with telephone access was poor and gave us data to show telephone access was improving.
- The provider had improved their website to ensure opening and appointment times across all branches including extended access, were clear and accessible to patients.

**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

## Our inspection team

This desk top review inspection was carried out by a CQC Inspector.

## Background to Midlands Medical Partnership - Birmingham North East

Midlands Medical Partnership - Birmingham North East (MMP) is a partnership of 18 GPs operating from Erdington Medical Centre and ten branches across Birmingham.

The provider has one registration with the CQC and is registered to provide the following regulated activities from its registered address and 10 branch sites:

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

Its registered head office address is Erdington Medical Centre, 103 Wood End Road, Erdington, Birmingham, B24 8NT and its 10 practice branch addresses are as follows:

- All Saints Medical Centre, 2a Vicarage Road, Kings Heath, Birmingham, B14 7RA.
- Broadmeadow Health Centre, Keynell Covert, Kings Norton, Birmingham, B30 3QT.
- Dudley Park Medical Centre, 28 Dudley Park Road, Acocks Green, Birmingham, B27 6QR.
- Eaton Wood Medical Centre, 1128 Tyburn Road, Erdington, Birmingham, B24 0SY.
- High Street Surgery, 26 High Street, Erdington, Birmingham, B23 6RN.
- Jockey Road Medical Centre, 519 Jockey Rd, Sutton Coldfield B73 5DF.
- Kingsmount Medical Centre, 444 Kingstanding Rd, Birmingham B44 9SA.
- Mere Green Surgery, 2nd Floor Carlton House, Mere Green Road, Sutton Coldfield, B75 5BS.
- Old Priory Medical Centre, The Old Priory Surgery, 319 Vicarage Rd, Birmingham, B14 7NN.
- Stratford House Surgery, Stratford House Surgery, 578 Stratford Road, Sparkhill, Birmingham, B11 4AN.

Overall, the provider provides care to approximately 70,000 patients. Each branch serves varying population needs, with some of the local demographics being more

deprived than others. The service has one registered patient list and patients can access services at any of the 11 practice branches. The service uses a shared IT system which enables secure access to shared patient record functions. In addition, staff are able to work flexibly across the various branches to support patient demand.

Five of the 18 GP partners make up MMP's executive management board. The management board includes the executive chairman and four executive partners. One of the board partners is registered as the CQC registered manager. Two of the other board partners are Medical Directors. MMP employs a total of 230 clinical and non-clinical staff.

In addition to the 18 GP partners, the clinical team includes 32 salaried GPs. The practice employs male and female GPs. Appointments with a female GP were available at nine out of the 11 branches. The two branches (Broadmeadow Health Centre and Mere Green Surgery) that did not have a regular female GP were able to offer patients appointments at another MMP branch locally. There are also 30 nurses and healthcare assistants, the service also employed four phlebotomists to work across the branch practices. The service employed one clinical pharmacist to work in their clinical contact hub.

The day to day management of each site is undertaken by a team leader who is supported by a team of administrative and reception staff, some of which also carry out secretarial and call handling duties. There is a management support team of seven staff members who are based at Eaton Wood Medical Centre. The team offers support with IT, administration, business and operations management. The management team is made up of six staff members who are based at Eaton Wood Medical Centre. The management team are responsible for managing key areas such as human resources, governance, finance and business operations.

The service offers training and teaching facilities, which means GP trainees and foundation year doctors can undertake part of their training at the branches.

All the MMP branches offer 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 visit to determine the nature of the illness. Individual opening and appointment times are set out in the evidence tables.

Evening and weekend appointments are available at the two MMP led Hub sites as part of the services extended hours service:

- Monday to Friday from 6.30pm to 8pm at Eaton Wood Medical Centre and All Saints Medical Centre.

- Appointments on a Saturday morning between 8.30am and 10.30am can be accessed from All Saints Medical Centre and on a Sunday from Eaton Wood Medical Centre.

When the MMP branches are closed 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.