

# Cavendish Medical Practice

## Inspection report

Summerfield Primary Health Care Centre  
134 Heath Street  
Birmingham  
B18 7AL  
Tel: 01212032050

Date of inspection visit: 28 November 2023  
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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 responsive to people's needs?

Requires Improvement



# Overall summary

We carried out an announced focused assessment of the responsive key question at Cavendish Medical Practice at on 28 November 2023. The rating for the responsive key question is **Requires Improvement**. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain **Good**.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires Improvement

Well-led – Good.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Cavendish Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection.

We carried out this inspection to undertake a targeted assessment of the key question of responsive.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people’s needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

## How we carried out the inspection

This inspection was carried out remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

## Our findings

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 found that:

# Overall summary

- The practice understood the needs of its local population and tailored services to meet those needs.
- The practice continuously audited and adjusted services based on patient demand to support patients to access appropriate care.
- The practice worked effectively with local partners to improve access to services for the wider patient population.
- During the assessment process, the provider highlighted the efforts they are making or are planning to make to improve the responsiveness of the service for their patient population. The effect of these efforts are not yet reflected in patient feedback. Patient feedback was that they could not always access care and treatment in a timely way.

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

- Continue with efforts to improve patient satisfaction in relation to access.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

## Background to Cavendish Medical Practice

Cavendish Medical Practice is located in a purpose-built primary care centre in Birmingham, West Midlands.

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

The practice is situated within the Birmingham and Solihull Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 5,750. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, known as the West Birmingham Primary Care Network (PCN). This PCN consists of 8 practices working together to provide a wider range of services to the local population.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest decile (1 of 10). The lower the decile, the more deprived the practice population is relative to others. The practice deprivation score is 987 out of 32,000 points, placing it at the lower end of the lowest deprivation decile.

According to the latest available data, the ethnic make-up of the practice area is 45% Asian, 31.6% White, 14.9% Black, 5.1% Mixed, and 3.3% Other. Staff advised the ethnic mix of patients was vast, with a high number of first-generation immigrants and patients whose primary language was not English. The age distribution of the practice population depicts a higher than local and national average patient population aged 5 to 24 years and aged 40-44 years.

There is a team of 6 GPs. The practice has a team of 2 nurses, a healthcare assistant, a pharmacist and a physiotherapist. The GPs are supported at the practice by the practice manager and a team of reception/administration staff.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the PCN Hub, where late evening and weekend appointments are available. Out of hours services are provided by the local BADGER service accessed via NHS 111.