

OHP-Harlequin Surgery

Inspection report

160 Shard End Crescent
Birmingham
West Midlands
B34 7BP
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www.harlequinsurgery.co.uk

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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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection of OHP-Harlequin Surgery on 13 March 2019.

The practice previously received a comprehensive inspection under the previous provider in January 2017 and was rated Good overall.

During this inspection in March 2019, 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 and Good for all population groups.

We rated the practice as **good** for providing safe, effective, caring, responsive and well-led services because:

- The practice had effective systems for managing medicines.
- The practice had continued to improve their systems for safeguarding children since our last inspection.
- Patients told us staff treated them with dignity and respect.

- We saw patient satisfaction overall including with telephone and appointment access had improved.
- The practice was responsive to the needs of its patients.
- The leadership team were experienced and used technology to effectively manage performance and information.

The areas where the provider **should** make improvements are:

- The practice should consider reviewing its system for identifying carers, to ensure all carers are kept informed of additional support and advice available to them.
- The practice should continue to monitor staff information to ensure their records for staff vaccination are kept updated in line with public health England guidelines.
- The practice should consider reviewing their program of clinical supervision for advanced nurse practitioners/ non-medical prescribers to include formal arrangements to audit prescribing practice.
- The practice should ensure training is completed as identified in the fire risk assessment.

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. The team included an additional CQC inspector and a GP specialist advisor.

Background to OHP-Harlequin Surgery

OHP-Harlequin Surgery is part of the provider at scale organisation Our Health Partnership (OHP).

Our Health Partnership (OHP) currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. The provider 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 practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally.

OHP added OHP-Harlequin Surgery as a location to their registration in November 2017.

The practice is registered to provide the following regulated activities from its registered address:

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

The practice address is 160 Shard End Crescent, Birmingham. West Midlands. B34 7BP

Overall, the service provides care to approximately 10,900 patients. Information from Public Health England states that 86% of the practice population is from a White ethnic group. The level of deprivation within the practice population group is rated as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

One of the GP partners is registered as the CQC registered manager.

The practice has three GP partners (one male, and two female), and three salaried GPs (one male and two female) two practice nurses, two minor illness nurses, three advanced nurse practitioners and three healthcare assistants. There is one practice manager who is supported by a team of administrative and reception staff, some of which also carry out secretarial and call handling duties.

The service offers training and teaching facilities, which means GP trainees and foundation year doctors are able to undertake part of their training at the practice.

The practice offers 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 visiting to determine the nature of the illness. Opening and appointment times are set out in the evidence tables.

Pre-bookable evening and weekend appointments are also available at the practice as part of the provider's extended hours service:

Monday to Friday from 6.30pm to 8pm and Saturday mornings 8.30am -12.30pm.

When phone lines are closed on Wednesday afternoon, patients are asked to call the practice's emergency phone line, which is answered by practice staff. On evenings, weekends and bank holidays patients are advised to access primary medical services through the NHS 111 service.