

City Road Medical Centre

Quality Report

5 City Road
Edgbaston
Birmingham
West Midlands
B16 0HH

Tel: 0121 456 3322

Website: www.cityroadmedicalcentre.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 service

Good



Are services safe?

Good



Summary of findings

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Our inspection team	4
Background to City Road Medical Centre	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	5

Overall summary

Letter from the Chief Inspector of General Practice

This was a follow up desk-based review carried out on 9 February 2017, to confirm the practice had met the areas for improvement that we identified on our previous inspection on 23 February 2016 and 25 May 2016. The full comprehensive report can be found by selecting the 'all reports' link for City Road Medical Centre on our website at 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 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).
- The practice was able to demonstrate that they had formally considered the risks for not having oxygen on the premises.

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 Healthcare assistants who carried out the role of a chaperone.
- The practice was able to demonstrate that they had formally considered the risks for not having oxygen on the premises.

Good



City Road Medical Centre

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 City Road Medical Centre

City Road Medical Centre provides primary medical services to approximately 1900 patients in the local community. The practice is a partnership between one GP (male) and one non clinical partner. The practice is located on City Road, Edgbaston, Birmingham.

The practice has a General Medical Services contract (GMS) with NHS England. A GMS contract ensures practices provide essential services for people who are sick as well as, for example, chronic disease management and end of life care. The practice also provides some directed enhanced services such as, childhood vaccination and immunisation schemes. Enhanced services require an enhanced level of service provision above what is normally required under the core GP contract.

The practice opening times are 9am to 6.30pm Mondays to Thursdays and operates a walk in clinic in the mornings. On Fridays the practice opens at 9am and closes at 1pm. When the service is not open between its core hours of 8am to 6.30pm, an alternative service is available contracted by the practice. On Mondays the practice provides an extended hours service until 7.30pm. The practice has opted out of providing out-of-hours services to their own

patients. This service is provided by 'an external out of hours service provider. There were notices to inform patients of this arrangement in the surgery as well as through the practice website.

Why we carried out this inspection

We undertook a comprehensive inspection of City Road Medical Centre on 23 February 2016 and 25 May 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.

This follow up desk-based review of City Road Medical Centre was carried out on 9 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 City Road Medical Centre on 9 February 2017. This involved reviewing evidence that the practice had submitted including:

- Confirmation of disclosure and barring service (DBS) for staff who chaperoned.
- Record to demonstrate a formal risk assessment was in place in regards to availability of medical oxygen in the practice.

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 23 February 2016 and 25 May 2016, we rated the practice as requires improvement for providing safe services.

Some staff members worked as Healthcare assistants (HCAs) and acted as chaperones but did not have appropriate disclosure and Barring Service (DBS) checks and the risk assessments in place were not adequate. There was also no oxygen on site in case of a medical emergency.

As part of the follow up desk-based review on 9 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.

Safe track record and learning

When we inspected the practice on 23 February 2016 and 25 May 2016 we found the healthcare assistants (HCAs) carried out the role of a chaperone but had not undergone

a Disclosure and Barring Service (DBS) check. A risk assessment was in place but this was not appropriate as it only stated that they could not be left alone with children and did not address vulnerable adults and all the roles these staff would be performing. 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. As part of the desk based review the practice provided evidence to demonstrate that DBS checks had been completed for relevant staff members.

Arrangements to deal with emergencies and major incidents

During our previous inspection we saw that the practice did not have medical oxygen on site. The practice was located near a hospital and the provider had also sought advice from a consultant interventional cardiologist to consider the risks in February 2014. At this review the practice provided evidence to demonstrate that they had formally considered the risks for not having oxygen on the premises following our inspection on 23 February and 25 May 2016.