

# Cavendish Medical Practice

## Inspection report

Summerfield Primary Health Care Centre  
134 Heath Street  
Birmingham  
B18 7AL  
Tel: 01212550441  
[www.cavendishmedicalpractice.co.uk](http://www.cavendishmedicalpractice.co.uk)

Date of inspection visit: 10 September 2019  
Date of publication: 17/10/2019

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 Cavendish Medical Practice on 10 September 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 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 found that:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- Patients' needs were assessed and care and treatment was delivered in line with current legislation and evidence-based guidance.
- We saw evidence of effective quality improvement activities undertaken in the practice to improve care and services for patients.
- Staff worked together and with other organisations to deliver effective care and treatment.

- There were clear responsibilities, roles and systems of accountability to support good governance.
- Staff treated patients with kindness, respect and compassion. Feedback from patients was positive about the way staff treated people.
- The practice organised and delivered services to meet patients' needs. The practice ensured that information was available in various formats and languages to meet the needs of their patient population, this included information made available in other languages to encourage cancer screening and uptake of childhood immunisations.
- Published data highlighted that the practice's childhood immunisation uptake rates for 2018/19 and cancer screening rates for 2017/18 were below target. Unpublished and unverified data from the practice showed improvement in these areas and evidence gathered during the inspection gave assurance of ongoing efforts to improve these areas.

**(Please see the specific details on action required at the end of this report).**

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

- Continue with efforts to improve uptake of childhood immunisations and cancer screening.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

## Background to Cavendish Medical Practice

Cavendish Medical Practice is situated in a purpose built primary care centre in Birmingham, West Midlands. Public Health England data ranks the levels of deprivation in the area as one out of 10, with 10 being the least and one being the most deprived. Approximately 5,745 patients are registered with the practice.

The service is registered to provide the regulated activities of Diagnostic and screening procedures, Maternity and midwifery services, Family planning, Surgical procedures and the Treatment of disease, disorder or injury.

The practice is led by two GP partners (one male and one female) one of which is also the Registered Manager (male GP partner). There are also three locum GPs who work on a long-term sessional basis. The clinical team

includes a practice nurse and a healthcare assistant (both female). The practice team includes a practice manager and a team of administrative staff who cover admin and reception duties.

The practice is open between 8am and 6.30pm on all weekdays apart from Fridays when the practice is open later for extended hours, these operate until 8pm. In addition, patients can access appointments at a variety of local practices through the My Healthcare Federation Hub, on evenings and on weekends. When the practice is 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.