

OHP-Bartley Green Medical Practice

Inspection report

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Date of inspection visit: 20 April 2021
Date of publication: 21/05/2021

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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced focused inspection at OHP-Bartley Green Medical Practice on 20 April 2021. Overall, the practice is rated as Good.

The ratings for each key question are as follows:

Safe - Good

Effective - Good

Caring – Good (rating carried over from the January 2020 inspection)

Responsive – Good (rating carried over from the January 2020 inspection)

Well-led - Good

At our previous inspection on 22 January 2020, the practice was rated Requires Improvement overall and in three key questions (safe, effective and well-led).

The full reports for previous inspections can be found by selecting the ‘all reports’ link for OHP-Bartley Green Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on any breaches of regulations or ‘shoulds’ identified in the previous inspection.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections/reviews differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing or telephone.
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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 with the exception of the families, children and young people population group which remains as requires improvement.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had reviewed and improved systems and processes for managing the practice safeguarding register and ensuring all staff had completed training relevant to their roles.
- Recruitment processes had been strengthened to ensure appropriate checks and monitoring arrangements were in place for all staff.
- New governance arrangements had been implemented which supported effective sharing of learning and key information across the whole practice team.
- Patients received effective care and treatment that met their needs.
- Patient outcome data and performance data was mostly in line with local and national averages. The practice was able to demonstrate action taken to try and improve uptake of child immunisations however, child immunisation uptake continued to be lower than the national standards required for herd immunity.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. The practice had reviewed and made changes to its governance arrangements to support the effective delivery of services.

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

- Review safeguarding registers for patients that do not come into regular contact with the practice in order to identify any action needed.
- Consider linking medicines prescribed to the patient's diagnosis so it is clear as to what condition medicines are prescribed for.
- Ensure medicine risks identified from MHRA alerts are discussed with all patients as appropriate and documented.
- Continue to monitor progress following actions taken to improve childhood immunisation uptake.

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	Requires Improvement	
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 who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to OHP-Bartley Green Medical Practice

OHP-Bartley Green Medical Practice is located in a purpose-built health centre in the Bartley Green area of Birmingham.

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

The practice is situated within the Birmingham and Solihull Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 6,000. This is part of a contract held with NHS England.

The practice is part of Our Health Partnership (OHP), a provider at scale. OHP currently consists of 176 GP partners from across 37 practices in the West Midlands area. OHP has a centralised team to support member practices in their administrative and management functions, whilst retaining autonomy for service delivery at individual practice level.

Information published by Public Health England ranks the practice at 665 out of 6900 practices for deprivation (lower numbers are the most deprived).

The average life expectancy of the practice population is lower than the national average for both males and females (78 years for males, compared to the national average of 79 years and 81 years for females compared to the national average of 83 years).

The age distribution of the practice population closely mirrors the local and national averages. The practice population is predominantly white (84%).

The practice team has three GP partners (two female and one male), two salaried GPs (both female), two practice nurses and a Health Care Assistant. Non-clinical staff include a practice manager and deputy practice manager, IT manager and a team of reception/administration staff.

The practice is a training practice for qualified doctors training to become a GP and a teaching practice for medical students.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then an appointment is arranged.

Local hub arrangements have been suspended for extended access appointments during the pandemic however, patients can still obtain video consultations arranged by the provider in the evenings and at weekends. Out of hours services are provided by BADGER.