

Collingwood Family Practice

Inspection report

Collingwood Centre
Collingwood Drive
Birmingham
West Midlands
B43 7NF
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www.modalitypartnership.nhs.uk/your-gp-practice/west-midlands/gp/collingwood-family-practice Date of inspection visit: 28 January 2020
Date of publication: 02/03/2020

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 at Collingwood Family Practice on 28 January 2020 as part of our inspection programme. On 12 December 2019 we undertook a review of the governance arrangements at provider level and reviewed the corporate policies, procedures and systems in place across the organisation. During this inspection, we looked at whether governance arrangements were embedded and used by staff working at the practice.

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:

- Patients received effective care and treatment that met their needs and was planned and delivered according to evidence-based guidelines.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment and worked together and with other organisations to deliver effective care and treatment.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- Patients were satisfied with the service they received from the practice. They told us they could get appointments when they needed them, often the same day.
- Staff felt valued and supported in their work. There was a good working relationship between the practice and the patient participation group.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- Staff told us that the management team were approachable, and they felt valued and supported in their work.
- There was a focus on continuous learning and improvement at all levels of the organisation. For example: sharing learning from audits, significant events and complaints across the staff team.

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

- Record completion of required actions on risk assessments.
- Provide additional fire exit signs around the building.
- Collate all information relating medicine and safety alerts within one document.
- Display information regarding the complaint procedure within the practice.
- Record the response to complaints, including detailing of how to escalate the complaint if required.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a Practice Manager advisor.

Background to Collingwood Family Practice

Collingwood Family Practice is part of the Modality Partnership. Modality Partnership is registered with the Care Quality Commission (CQC) as a partnership, with several services throughout England. Collingwood Family Practice is located in Walsall, West Midlands. The practice is part of the NHS Walsall Clinical Commissioning Group. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, and treatment of disease disorder or injury.

The practice holds an Alternative Provider Medical Services (APMS) contract with NHS England. An APMS contract allows the practice to have a contract with NHS and other non-NHS health care providers to deliver enhanced and general medical services to meet the needs of the local community. The contract is time limited.

The practice operates from Collingwood Centre, Collingwood Drive, Great Barr, Birmingham, B43 7NF.

There are approximately 5,042 patients of various ages registered and cared for at the practice. Eleven per cent of the people in the practice area are from black and minority ethnic (BME) groups. The practice provides GP services in an area considered to be the less deprived within its locality. Demographically the practice has an average patient population aged under 18 years, with

21% falling into this category, the same as the national average although lower than the local CCG average of 24%. Nineteen per cent of the practice population is above 65 years which is higher than the local CCG average of 16% and the national average of 17%. The percentage of patients with a long-standing health condition is 52% which is below the local CCG average and above the national average. The practice life expectancy for patients is 81 years for males and 85 years for females which is above the national average.

The staffing consists of:

- A GP partner (male) and two salaried GPs (two female).
- Two practice nurses, one health care assistant and part time phlebotomists.
- A practice manager, a secretary and team of patient services assistants.

The practice is open between 7.30am and 6.30pm on Monday and Tuesday, from 8am to 8pm on Wednesday, and 8am to 6.30pm on Thursday and Friday. When the practice is closed patients are directed to the out of hours provider via the NHS 111 service. Patients also have access to the Extended GP Access Service between 6.30pm and 9pm on weekdays, 10am to 3pm on weekends, and 11am to 1.30pm on bank holidays.

Additional information about the practice is available on their website at www.modalitypartnership.nhs.uk/your-gp-practice/west-midlands/gp/collingwood-family-practice