

# Coventry Road Medical Centre

## Inspection report

448 Coventry Road  
Small Heath  
Birmingham  
B10 0UG

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[www.coventryroadmedicalcente.co.uk](http://www.coventryroadmedicalcente.co.uk)

Date of inspection visit: 19 May 2022

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

# Overall summary

We carried out an announced inspection at Coventry Road Medical Centre on 19 and 20 May 2022. Overall, the practice is rated as Good.

Ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

## Why we carried out this inspection

We carried out an announced comprehensive inspection at Coventry Road Medical Centre as part of our inspection programme and to provide a rating for the service, as it had not been inspected before.

## 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 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 the telephone/video conferencing
- 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:

- 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

# Overall summary

We found that:

- The practice had safeguarding processes and training in place to ensure all staff knew how to ensure patients were kept safe from avoidable harm.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff felt supported and involved in decisions about the practice.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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 systems and processes in place to ensure clinical staff were kept up to date with current evidence-based practice.
- We saw evidence that patients were able to raise complaints and the practice had systems in place to log and act upon them to improve patient care.
- The management of the practice demonstrated they understood the challenges to providing high quality patient care and treatment.
- The practice management style was one of openness and honesty and staff confirmed this.
- The practice had policies in place to support good patient care and lessons were learnt from accidents and incidents.
- The practice worked collaboratively with other professionals and clinicians to develop systems and share best practice.

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

- Continue to increase the uptake of childhood immunisations.
- Continue to increase the uptake for cervical, breast and bowel cancer screening.
- Continue to improve patient satisfaction in relation to patient surveys results

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector and a second inspector who spoke with staff using the telephone/video conferencing facilities and undertook a site visit. The team included a GP specialist advisor (SpA) who carried out staff interviews using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Coventry Road Medical Centre

Coventry Road Medical Centre is located in Birmingham:

448 Coventry Road

Small Heath

Birmingham

B10 0UG

The provider is registered with the 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 and surgical procedures.

The practice is situated within the Birmingham & Solihull Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of approximately 5,445 people. This is part of a contract held with NHS England.

Information published by Public Health England rates the level of deprivation within the practice population group as one on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

According to the latest available data, the ethnic make-up of the practice area is 48.6% Asian, 31.7% White, 11.8% Black, 4.7% Mixed, and 3.3% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice consists of three GPs, five physician associates and three healthcare assistants. The practice is managed by a practice manager and a team of administrative and reception staff.

The practice offers support and work experience to students training to be a GP and opens Monday to Friday from 9am to 6pm. At weekends when the practice is closed patients are directed to out of hours NHS 111 services or 999 in an emergency.

Extended access is provided locally by the local health care hub, where late evening and weekend appointments are available. These are booked by reception staff at the practice.