

OHP-Wychall Lane Surgery

Inspection report

11 Wychall Lane
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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?

Requires improvement 

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 OHP-Wychall Lane Surgery on 14 May 2019 as part of our inspection programme.

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 rated the practice as **requires improvement** for providing safe services because:

- We saw effective systems in relation to keeping patients safe from abuse or harm. We found the practice was proactive in learning from incidents and events to improve the service.
- However, systems for managing risks in relation to the service were not always comprehensive or well embedded. Following the inspection, the practice told us of action they had taken in order to improve the management of risks which needed to be strengthened.

We rated the practice as **good** for providing effective, caring and responsive and well led services because:

- Patients received effective care and treatment that met their needs. Patient outcomes as reported through national data showed performance was in line with local and national averages in most areas.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care. Results from the GP national patient survey were above local and national averages.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Leaders of the practice were passionate about the service they provided and promoted the delivery of high-quality person-centred care.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

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

- Continue to review and identify ways to improve uptake of all child immunisations.

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 CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

Background to OHP-Wychall Lane Surgery

OHP-Wychall Lane Surgery is located in Kings Norton, Birmingham. It is situated within the Birmingham and Solihull Clinical Commissioning Group (CCG) and provides services to 8751 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

OHP-Wychall Lane Surgery is part of the provider at scale organisation Our Health Partnership (OHP). OHP currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. The provider has a centralised team to provide support to member practices in terms of quality, finance, workforce, business planning, contracts and general management, whilst retaining autonomy for service delivery at individual practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally. OHP added Wychall Lane Surgery as a location to their registration in September 2017.

OHP has 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 at this location.

OHP-Wychall Lane Surgery has six partners (four female and two male) and salaried GP (female). The GPs are supported by a nursing team consisting of an Advanced Nurse Practitioner (ANP) (male), three practice nurses (two female and one male) and two health care assistants (HCAs). There is a practice Manager supported by a team of administrative and reception staff.

The practice is a training practice for qualified doctors training to become a GP (registrars). At the time of inspection the practice had two registrars.

The population served by the practice is within one of the most deprived areas nationally. Information published by Public Health England rates the level of deprivation as level 2 (level one representing the highest levels of deprivation and level ten the least). The majority of the practice population are from a white background (86%). The age distribution of the practice population is similar to local and national averages.

The practice is open between 8am and 6.30pm Monday to Friday. Consulting times are typically 8.30am and 12.40

and between 3.30 and 5.30. There is also triage doctor available daily between 8am and 6.30pm. The practice offers inhouse extended opening hours on a Monday, Tuesday and Wednesday until 7.30pm. In addition, patients can access appointments at the extended access hub based at the Royal Orthopaedic Hospital, Northfield, Monday to Friday between 6.30pm and 8pm, and on a Saturday and Sunday between 9am and 1pm. a Thursday the practice is open between 9am and 1.30pm.

When the practice is closed outside core hours there are arrangements with another provider (Birmingham and District General Practitioner Emergency Room group) to provide primary care services.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance.</p> <p>In particular we found:</p> <ul style="list-style-type: none">• The arrangements for identifying, recording and managing risks, issues and implementing mitigating actions were not operated effectively.• There was a lack of oversight in relation to risks affecting the service this included the premises, fire safety, security, and in relation to the absence of specific emergency medicines.• There was a lack of effective systems for monitoring staff training, staff immunisations, complaints and follow up of cervical screening samples.• Formal systems of supervision for of non-medical prescribers was not in place. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>