

# Oakwood Surgery

## Inspection report

856 Stratford Road  
Sparkhill  
Birmingham  
B11 4BW  
Tel: 08450730397

Date of inspection visit: 28 April 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?

Requires Improvement 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Oakwood Surgery on 28 April 2022. We have rated the practice as requires improvement for providing effective services. Overall, the practice is rated as good.

Set out the ratings for each key question

Safe – Good

Effective – Requires Improvement

Caring – Good

Responsive – Good

Well-led – Good

We previously carried out an announced comprehensive inspection at Oakwood Surgery on 27 October 2015, 9 March 2017, 22 January 2021 and 25 August 2021 as part of our inspection programme. At the inspection in August 2021 the practice was rated as requires improvement for providing effective and well led services, with an overall rating of requires improvement.

We carried out an announced focused inspection 25 August 2021 to confirm that the practice had carried out their plans to meet the legal requirements in relation to the breaches in regulations that we identified at our previous inspection on 22 January 2021.

The full reports for previous inspections can be found by selecting the 'all reports' link for Oakwood Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

This inspection review was a comprehensive inspection to review whether the practice had addressed the requirements made following the review in August 2021. This inspection included a site visit to follow up on:

- Key questions relating to the Safe, Effective and Well Led domains.
- Areas followed up including any breaches of regulations or 'shoulds' identified in previous inspection.

## **How we carried out the inspection/review**

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 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.
- Completing clinical searches on the practice's patient records system and discussing the findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit

# Overall summary

## 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

We found that:

- The practice provided care in a way that mainly kept patients safe and protected them from avoidable harm.
- Staff demonstrated awareness of actions required if they suspected safeguarding concerns.
- The practice had a system for recording and disseminating actions carried out as a result of significant events.
- The practice had taken appropriate action to support and protect patients identified as at risk from harm.
- 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 had management oversight of staff qualifications and training.
- Staff were clear and knowledgeable about their lead roles and responsibilities.
- Effective governance arrangements had been implemented to mitigate risks and ensure patients were kept safe.
- The practice had reviewed and implemented systems to address patients concerns about access to the practice for timely care and treatment.
- There continued to be a poor uptake by patients of preventative treatments and screening procedures. This was particularly in the areas of childhood immunisations and cervical screening.
- There were 138 patients registered as carers at the practice. This represented approximately 1.3% of the practice population.
- The way the practice was led and managed promoted an inclusive culture where people could speak openly and be involved in the delivery of high-quality, person-centred care.
- The practice considered patient wellbeing. For example, a policy was in place to support staff that were carers.

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

- Continue to promote and explore ways to improve the uptake of childhood immunisations and cervical screening.
- Introduce systems to review and monitor the impact of any actions put in place to improve the uptake of preventative treatments and screening.
- Continue to review and monitor that all tests are completed and recorded for patients prescribed high risk medicines.
- Continue to review, monitor and improve patient access to the practice.
- Continue to proactively identify carers so that they can be supported to access services available to them.

**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 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 Oakwood Surgery

Oakwood Surgery is located in Birmingham at:

856 Stratford Road

Sparkhill

Birmingham

West Midlands

B11 4BW

This is one of the most deprived areas of Birmingham. The practice has good transport links and there is a pharmacy located nearby.

Oakwood Surgery is situated within the Birmingham and Solihull Clinical Commissioning Group (CCG) and provides services to approximately 11,104 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices as independent contractors and NHS England to provide general medical services to patients on the patients list.

The provider is a partnership GP who registered with the CQC in January 2014. The practice clinical team consists of two GP partners (male), two part time salaried GPs and two long-term locum GPs. The clinical team also includes three practice nurses, a part time advanced nurse practitioner, a health care assistant, a phlebotomist, and a medicines management team. The clinical staff are supported by a practice manager, two senior administration staff who have lead roles. Staff are employed either full or part time hours to meet the needs of patients.

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

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 55.2% Asian, 31.1% White, 6.5% Black, 3.6% Mixed, and 3.6% Other.

The age distribution of the practice population closely mirrors the local and national averages; except for patients aged between five and 49 which was above the local and national average. There are more male patients registered at the practice compared to females.

The practice is part of a wider network of GP practices called Birmingham SmartCare which is a GP Federation in Birmingham which is owned and run by local primary care clinicians working together to improve health and wellbeing.

The practice is open between 8am to 6.30pm on a Monday to Friday. The practice does not provide an out-of-hours service to its patients but has alternative local arrangements for patients to be seen when the practice is closed. Extended access is provided locally by local hub arrangements, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.