

Handsworth Wood Medical Centre

Quality Report

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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 service

Good



Are services responsive to people's needs?

Good



Summary of findings

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Letter from the Chief Inspector of General Practice

We previously carried out an announced comprehensive inspection at Handsworth Wood Medical Centre on 6 January 2017. The overall rating for the practice was good, with a requires improvement rating for providing responsive services. The full comprehensive report on the January 2017 inspection can be found by selecting the 'all reports' link for Handsworth Wood Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 28 February 2018 to confirm that the practice had carried out improvements in relation to the areas of concern we identified in our previous inspection on 6 January 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- We saw there was appropriate information for carers to direct them to other avenues of support.
- The practice had discussed national GP patient survey results and devised actions to try and improve areas of poor satisfaction.

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Continue to explore options to improve telephone access further.
- Continue to monitor the effectiveness of actions taken to improve patient satisfaction.
- Continue to advertise appointment times and ways to access the practice.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Handsworth Wood Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team consisted of a CQC Lead Inspector, and a second CQC inspector.

Background to Handsworth Wood Medical Centre

Handsworth Wood Medical Centre provides primary care services to its registered list of approximately 22,000 patients. The practice itself is part of Modality Partnership, an organisation operating across 36 different locations, providing NHS services to more than 320,000 patients.

The practice is situated at 110-114 Church Lane, Handsworth Wood, Birmingham B20 2ES. The practice also has a branch surgery at Crompton Road, Birmingham B20 3QP. We did not inspect the branch surgery.

The practice catchment area is classed as within the group of the second most deprived areas in England relative to other local authorities.

The practice has a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services. The practice is part of NHS Sandwell and West Birmingham clinical commissioning group (CCG). CCGs are groups of general practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services.

There are six GP partners, 11 salaried GPs and three registrars, of which eight are male and 12 female. There are eight practice nurses, three advanced nurse practitioners and six healthcare assistants. There is one pharmacist and one musculoskeletal practitioner. They are supported by a practice manager and administration staff. The practice is also a training practice and supports a medical student. The practice offers a range of enhanced services including minor surgery, flu vaccinations and x-rays.

The practice is located on three floors. All three floors have waiting areas, consulting rooms, and treatment rooms. Toilets are located on the ground floor. There are administration offices and a conference room available within the practice. There is step free access into the building.

The practice is open between 8am and 6.30pm Tuesday to Friday, on Monday the practice offers extended hours from 8am to 8pm. The practice also offers appointments every Saturday and Sunday at Enki Medical Centre between 9am and 1pm. Enki Medical Centre is another GP practice within the Modality Partnership.

The practice does not provide an out-of-hours service but has alternative arrangements with Primecare to provide its out-of-hours service to patients.

Why we carried out this inspection

We previously undertook a comprehensive inspection of Handsworth Wood Medical Centre on 6 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as

Detailed findings

good with a requires improvement rating for providing responsive services. The full comprehensive report following the inspection in January 2017 can be found by selecting the 'all reports' link for Handsworth Wood Medical Centre on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Handsworth Wood Medical Centre on 28 February 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care since our previous inspection in January 2017.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

At our previous inspection on 6 January 2017, we rated the practice as requires improvement for providing responsive services. We found that the arrangements in respect of reviewing and acting on patient feedback, in particular the national GP patient survey, needed improving.

Patients also told us they did not find it easy to make an appointment with a named GP and they found it difficult to access the practice using the telephone at peak times.

These arrangements had significantly improved when we undertook a follow up inspection on 28 February 2018. The practice is now rated as good for providing responsive services.

What we found as part of our inspection in February 2018.

Timely access to the service

The practice had made improvements to its process of reviewing national GP patient survey results and putting actions into place to improve areas of patient dissatisfaction. There was an embedded system of reviewing patient feedback to evaluate and improve services.

Since our January 2017 inspection, the practice had developed an appropriate action plan to improve telephone access and access to appointments, including improved access to patients' preferred GP. They were monitoring the impact of their actions through patient feedback and call logging data.

- The practice had increased the number of phone lines and staff working arrangements had been amended to ensure more staff were available to answer telephone calls during the busiest periods.
- Patients were able to book online appointments from 8pm and patients were actively encouraged to use the online booking system where appropriate.
- The practice had increased the number of appointments that patients could book in advance and increased the number of appointments available on weekends and during their extended hours on a Monday.

- The practice had implemented a new system where patients were grouped into teams according to their medical needs. The practice demonstrated by doing this patients' had improved access to appointments and to their preferred GP ensuring greater continuity of care.
- The practice also employed a pharmacist and a musculoskeletal practitioner to help review patients where appropriate. This enabled more efficient use of GPs and increased the number of GP appointments available.

Consequently, we saw improvements in the national GP patient survey for the practice in relation to access. In the July 2017 national GP patient survey, 395 surveys were sent out and 76 were returned. This represented less than 1% of the practice population.

- 78% of patients who responded were satisfied with the practice's opening hours, this was comparable with the clinical commissioning group (CCG) average of 75% and the national average of 76%. This had improved from the previous result of 67%
- 51% of patients who responded said they could get through easily to the practice by phone; compared with the CCG average of 60% and national average of 71%. Although this result was still below the CCG and national average, it had improved from the previous result of 37%.
- 62% of patients who responded described their experience of making an appointment as good; compared with the CCG average of 63% and national average of 73%. This had improved from 49% since the last survey and was more comparable to national and CCG averages.

The improvement was further supported by the practice's own patient survey carried out in January 2018. 56 patients completed the survey.

- Approximately 75% of patients felt they were getting to see the same doctor more easily than before.
- 85% of patients felt the pharmacist and musculoskeletal practitioner were useful additions to the practice.
- 65% of patients were unaware the practice had extended opening hours or were open at weekends.
- 70% of patients found booking appointments online more convenient.

Are services responsive to people's needs?

(for example, to feedback?)

The practice informed us they would be reviewing the results of this survey in March 2018 and would be carrying out a repeat survey in April 2018.

Furthermore, the practice had received fewer complaints about poor telephone or appointment access. During our previous inspection we found the practice had received 19 complaints. This had reduced to two complaints during January 2017 to January 2018 relating to poor telephone access.

- On investigation of these two complaints, the practice manager had found that the contact centre had been short staffed on the two days these complaints were made.
- The practice told us data regarding the number of calls received and answered was monitored by the contact

centre and the contact centre would inform the practice if they identified any areas of concern. For example, if patients were waiting longer than usual for their call to be answered or if the contact centre were short staffed. However, the practice told us the contact centre had not informed the practice on these two occasions.

We spoke with four patients during the inspection, they told us telephone access at peak times could still be difficult, however the practice had taken action to address this. They told us they were aware of the online booking system.

The practice were aware telephone access was an ongoing issue and had an action plan where they would continue to review services and improve telephone access further.