

Modality Circumcision Service - Birmingham

Inspection report

Laurie Pike Health Centre
2 Fentham Road
Birmingham
West Midlands
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www.circumcisionbham.co.uk

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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 

Overall summary

We carried out an announced comprehensive inspection of Modality Circumcision Service - Birmingham in May 2019. While no breaches of legal requirements were found, the service was rated as requires improvement for providing safe services. This was because we identified some areas where the provider should make improvements.

We carried out a focussed desk-based inspection of Modality Circumcision Service - Birmingham on 7 October 2019 to check that the provider had made improvements in line with our recommendations. This report only covers our findings in relation to those requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Modality Circumcision Service - Birmingham on our website at www.cqc.org.uk.

Our key findings across all the areas we inspected were as follows:

- Since our comprehensive inspection in May 2019, the provider had reviewed and improved their processes for the management of medicines used off label.
- The provider had reviewed and improved their processes for communicating with the patient's usual GP after the procedure.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care.

Our inspection team

This desk-based inspection was carried out by a CQC Inspector.

Background to Modality Circumcision Service - Birmingham

Modality Medical Services Limited is the registered provider of Modality Circumcision Service – Birmingham. The clinic also known as Birmingham Circumcision Clinic is an independent healthcare provider located in Birmingham. The service operates from accommodation based at Laurie Pike Health Centre, 2 Fentham Road, Aston, Birmingham B6 6BB. More information about the service can be found on their website www.circumcisionbham.co.uk.

The clinic provides circumcision to fee-paying patients. The service provides circumcision to children and adults for medical, cultural and religious reasons under local anaesthetic.

The clinic had carried out 1251 circumcisions during January and December 2018. Unpublished data provided by the service showed 69% of circumcisions carried out by the clinic were on children under 3 months of age.

Laurie Pike Health Centre is a purpose-built building, with free parking. The circumcision clinic has access to two minor operation rooms, a waiting area and a private recovery room within the health centre.

The service is registered with Care Quality Commission (CQC) to provide the following regulated activities:

- Diagnostic and screening procedures.
- Surgical procedures.
- Treatment of disease, disorder or injury.

The clinic is open Monday to Friday 9am to 5pm. The provider employs two doctors (one male and one female) and two healthcare assistants to cover this clinic as well as other services under the provider. The clinic uses the health centre's reception staff to greet patients.

The provider employs a clinic manager and governance manager for all the provider's independent health services. They are based at the provider's head office located at 55 Terrace Road, Orsborn House, Birmingham, B19 1BP. Administration staff are based centrally and cover all community services. Administration staff book appointments and manage aftercare calls.

The clinic does not provide out of hours cover. Staff explain to people when aftercare information is given, that they can call the service between 9am and 5pm Monday to Friday and a doctor will call them back within 24 hours during the clinics opening hours. After 5pm or on a bank holiday or weekend if it is an emergency they need to attend A&E.

How we inspected this service

Before the inspection we reviewed any existing information we held on the service and the information the provider returned to us.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

During this desk-based inspection on 7 October 2019 we reviewed any information the provider returned to us to check that the provider had made improvements in line with our recommendations. This report only covers our findings in relation to those requirements.

Are services safe?

We rated safe as Good because:

We previously rated Modality Circumcision Service - Birmingham as Requires improvement for providing Safe services. Following this desk-based inspection, the service is now rated as Good for providing Safe services.

Information to deliver safe care and treatment

- During our inspection in May 2019 we found the service did not have effective processes in place for communicating with the patient's usual GP. During this desk-based inspection in October 2019 we reviewed information the provider sent us that showed they had reviewed and improved their processes, following the inspection in May 2019 for communicating with the patient's GP.
- The provider had amended their processes so that at the time of booking an appointment the service asked all patients/parents for contact details for their registered GP and for their consent to share the letter detailing the procedure carried out in the circumcision clinic with their GP. The service recorded the patients/parents' consent/dissent in the patient's clinical record.
- The provider arranged for the letter to be sent to the GP by the clinic's administrator following the appointment if the patient had consented.

- If the patient/parents did not consent to share information with the GP, the clinic provided the patient/carer with a letter containing the details of the procedure. The clinic had considered safeguarding arrangements if the patient or parents did not consent to share information with the GP and staff had concerns.

Safe and appropriate use of medicines

- During our inspection in May 2019 we found the service did not have effective arrangements for managing the use of off label medicines. During this desk-based inspection we found the provider had taken appropriate action following the inspection in May 2019 to review and improve their systems for managing unlicensed/off label medicines.
- The provider had formalised arrangements by introducing a policy which was shared with all relevant staff. The policy included clear responsibilities for clinicians, for example, clinicians could only prescribe off label medicines when there was sufficient evidence for their use. Clinicians had to provide patients (or their parents or carers) with sufficient information about the medicines they proposed to prescribe to allow them to make an informed decision and clinicians had to document consent in the patient records for the use of the medicine.