

The Laurie Pike Health Centre

Inspection report

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Date of inspection visit: 27 February 2019
Date of publication: 01/04/2019

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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at The Laurie Pike Health Centre on 27 February 2019. As part of this inspection we also visited the practices branch surgery; Shanklin House Surgery.

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 requires improvement overall.

We rated the practice as **requires improvement** for providing safe, responsive and well-led services because:

- Feedback from patients was positive about the way staff treated people however there was a theme in feedback highlighting that patients struggled to access the service in a timely way.
- Although we noted many changes implemented to improve access, the practice could not demonstrate the impact of these changes at the time of our inspection.
- There were clear responsibilities, roles and systems of accountability in place however these systems did not always reflect good governance. For instance, we found gaps in some of the processes for managing risks and issues across various areas.
- The practice could not provide evidence to assure us that appropriate standards of cleanliness and hygiene were always met. Specifically, we identified gaps in the record keeping to support adequate infection prevention control.
- Although there was evidence of staff and external partner involvement to sustain high quality and sustainable, in some areas patient engagement had lapsed.

These areas affected all population groups so we rated all population groups as requires improvement.

We rated the practice as **good** for providing effective and caring services because:

- Quality and performance was positive across various care areas and where performance was below average, such as for cervical screening and exception rates; the practice could demonstrate improvement.

- Staff dealt with patients with kindness and respect and involved them in decisions about their 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 explore ways of improving uptake rates for childhood immunisations, cervical and bowel cancer screening.
- Explore ways of improving confidentiality measures for patients attending the branch practice at Shanklin House Surgery.
- Ensure fire safety measures provide details on fire assembly points for people for service users and staff at the branch practice, Shanklin House Surgery.
- Improve record keeping to reflect actions taken following the management of safety alerts and for the monitoring of prescription stationery.

We saw one area of outstanding practice:

The practice held carers events across multiple days during June and November 2018. The aim of the event was to increase awareness, identification of carers and to offer support and general health checks, screening and depression checks to their carers. The practice also used the event as an opportunity to carry out health checks for carers in addition to care plans for patients with Dementia. The practice carried out 52 health checks during the events and 13 Dementia care plans. Through these checks, clinicians also addressed biological, psychological and social issues and supported patients to make positive changes. In addition, a carers session called 'Making Space' was implemented at the practice every two weeks.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

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

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice nurse specialist advisor and a second CQC inspector who attended the branch practice at Shanklin House Surgery.

Background to The Laurie Pike Health Centre

The Laurie Pike Health Centre is situated in a purpose-built health centre in the Aston area of Birmingham. The health centre has a branch practice approximately one mile away, based at Shanklin House Surgery also in the Aston area of Birmingham. Shanklin House Surgery is situated in a converted house.

Public Health England data ranks the levels of deprivation in the area as one out of 10, with 10 being the least and one being the most deprived. Approximately 17,700 patients are registered with the practice. Patients can be seen at both practice sites.

The service is registered to provide the regulated activities of Diagnostic and screening procedures, Maternity and midwifery services, Surgical procedures, Family Planning and the Treatment of disease, disorder or injury. Our inspection was lead from at the Laurie Pike Health Centre and a member of the inspection team visited the branch at Shanklin House Surgery as part of the inspection.


The practice is part of the Modality Partnership, an organisation operating across Sandwell, Birmingham, Walsall, Wokingham, Hull, Airedale, Wharfedale and Craven, Lewisham and East Surrey, providing NHS services to more than 410,000 patients. The partnership

holds a corporate based organisational structure consisting of a national board, an executive divisional board, operational and clinical management groups, as well as management leads within these divisions.


The practice is led by a team of eight GP partners (male and female). There are also nine salaried GPs (male and female) at the practice. The clinical team also includes two Advanced nurse practitioners, three practice nurses and four Healthcare Assistants, the nursing team were all female. In addition, the practice employed a pharmacist as part of their team. The practice is also a training practice providing training and teaching opportunities to trainee GPs and medical students.

The practice management was undertaken by an Area Manager from the Modality Partnership at the time of our inspection. The Area Manager was also an experienced practice manager and was supported by the General Manager as part of the Modality senior management team. A new Practice Manager has been recruited and is due to join the practice as a Patient Services Manager from April 2019. The practice team includes a team of administrative staff who cover admin and reception duties.

The practice is open between 8am and 6.30pm on Tuesdays, Thursdays and Fridays. On Mondays the later



appointments can be accessed at Shanklin House Surgery until 8.30pm and at The Laurie Pike Health Centre on Wednesdays, also until 8.30pm. On Saturdays patients can access appointments at Enki Medical Practice through the Modality Partnership's extended access service. These appointments are available from 9am to 1pm.



When the practice is closed patients are diverted to the GP out of hours service provided by the Malling Health. Patients can also access advice through the NHS 111 service.

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>The registered person had systems or processes in place that were operating ineffectively in that they failed to effectively to assess, monitor and improve the quality and safety of the services being provided. In particular: Although we saw evidence of a completed infection control audit for the branch practice at Shanklin House Surgery, the practice could not provide evidence of an action plan in relation to this. The practice could not provide evidence of a formal risk assessment for the risk of Legionella at the branch practice, Shanklin House Surgery. The practice could not provide evidence to assure that the actions from the Legionella risk assessment for the Laurie Pike Surgery had been completed. The practice could not provide evidence of completed cleaning schedules for the Laurie Pike Health Centre. In addition, the practice could not provide records for the deep cleaning of the carpets in two consulting rooms and for the cleaning of the medical equipment at Shanklin House Surgery. This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>