

The Balaji Surgery

Inspection report

Sparkbrook Community & Health Centre
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Date of inspection visit:
Date of publication: 29/07/2019

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?

Requires improvement



Are services responsive?

Requires improvement



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Balaji Surgery on 21 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 Requires Improvement overall and requires improvement for all population groups.

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

- The practice had a system for recording incidents and significant events, however we found the significant event policy needed reviewing to ensure it covered all possible risks and learning from incidents needed strengthening with the whole team to ensure risks were mitigated.
- On reviewing the safeguarding register we found parents of children identified as at risk had not been linked through the medical records to ensure safeguarding concerns were monitored effectively.
- The system for the management of safety alerts was not effective in ensuring all alerts had been received and acted on.
- The leadership team had a strategy to respond to the challenges they had identified, however we found the practice were unable to demonstrate sustainability had been considered effectively with the reduction of clinical staff time.

- Patient satisfaction results were below local and national averages for access. The practice had implemented an action plan, but had not gathered patients views on how the plan had improved access.
- The practice had not completed their own internal survey to gather patient feedback.

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:

- Review current processes for learning from incidents and events to ensure risks are mitigated.
- Review the current processes for monitoring of staff training to identify gaps in staff updates relevant to their role.
- Review systems for the monitoring of safety alerts to ensure all alerts relevant to the practice have been received and acted on.
- Update the safeguarding register with the relevant links to ensure patients with safeguarding concerns are monitored effectively.
- Monitor patient feedback to ensure changes implemented are improving patient satisfaction.

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	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 and a second CQC inspector.

Background to The Balaji Surgery

The Balaji Surgery is located within Sparkbrook Medical Centre, which is a large modern health centre in Sparkbrook, Birmingham. The surgery has good transport links and there is a pharmacy located nearby.

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.

The Balaji Surgery is situated within the Birmingham and Solihull Commissioning Group (CCG) and provides services to 2,800 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.

The practice registered with the CQC in 2018 as a partnership, previously the practice was run by a single handed male GP. The practice has two GP partners (one male and one female). The GPs are supported by a health care assistant. There is part time practice manager who is supported by an IT manager, assistant practice manager and a team of administrative staff.

There are a higher than average number of patients under the age of 18 years in comparison to the national average (31.3% compared to 24.7%), and fewer patients aged over 65 years than the national average. The National General Practice Profile states that 66.9% of the practice population is from an Asian background. Information published by Public Health England rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice telephone lines are open from 8am to 6.30pm Monday to Friday and appointments are available from 9am to 12.10pm and 4.30pm to 6pm Monday, Tuesday, Thursday and Friday and 9am to 12.20pm and 4pm to 5.30pm Wednesday. The practice offers extended hours appointments on a Monday until 7pm and patients can access appointments between 6.30pm to 8pm Monday to Friday and 9am to 1pm Saturday and Sunday at the local hub.

The practice does not provide an out-of-hours service but has alternative arrangements in place for patients to be seen when the practice is closed.

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>How the regulation was not being met:</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">• There was no documented succession planning and strategy to support the practice's aim to deliver high quality care and promote good outcomes for patients.• The arrangements for identifying, recording and managing risks, issues and implementing mitigating actions were not operated effectively, in particular in relation to the management of safety alerts and staff training.• The processes for monitoring the safeguarding register were ineffective, as parents of children identified as at risk had not been linked through the medical records to ensure safeguarding concerns were monitored effectively.• The provider did not have a policy for significant events and incident reporting to enable staff to report, record and learn from significant events and incidents effectively.• The provider did not have an effective system in place to ensure learning was shared with staff following an incident or significant event. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>