

# Halcyon Medical Limited

## Inspection report

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Date of inspection visit: 5 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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an announced inspection at Halcyon Medical Limited on 5 April 2022. This inspection was undertaken to confirm that the practice had carried out their plan to meet the legal requirements set out in warning notices we issued to the provider in relation to regulation 12 Safe care and treatment, regulation 17 Good governance and regulation 18 Staffing.

At the last inspection in November 2021 we rated the practice as Inadequate overall. This will remain unchanged until we undertake a further full comprehensive inspection within six months of the publication date of the initial report.

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

## 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 inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A shorter site visit

## 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 found that:

- The provider had complied with the warning notices we issued and had taken the action needed to comply with the legal requirements.
- The provider had reviewed and improved safeguarding systems. Records we checked showed that patient records were coded correctly and safeguarding registers were up to date.
- The practice had reviewed processes to manage recruitment files. However, this was work in progress and the provider was liaising with an external company to improve recruitment processes further.
- The practice had reviewed processes to effectively manage staff training information. We found that all staff had completed mandatory training relevant to their role.
- The provider had reviewed systems to ensure premises risk assessments, as detailed in the warning notice, were being completed and necessary actions being taken.
- The provider had reviewed and improved infection prevention and control processes.
- The provider had reviewed its processes to ensure the practice held appropriate emergency medicines.

# Overall summary

- The provider had reviewed governance arrangements and implemented new governance processes and structures to enable them to deliver safe and effective care. Where we identified that processes had not been fully embedded, we discussed these with the provider during the inspection. The provider acknowledged further improvements were needed.

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

- Continue to review and improve governance systems and processes so that the provider can demonstrate comprehensive assurance systems have been implemented. For example, systems used to manage risks related to the premises and staff recruitment and ongoing management of staff.
- Continue to review newly implemented processes to be able to demonstrate they are effective and fully embedded. For example, systems to manage prescription security and systems to manage the return of patient records.

**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 and included a GP specialist advisor who spoke with staff and carried out records reviews during the site visit.

## Background to Halcyon Medical Limited

Halcyon Medical Limited is located in the City Centre of Birmingham. The practice has a General Medical Services contract (GMS) with NHS England.

The provider is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services.

The practice provides NHS services to 12,700 patients. The practice is part of Sandwell & Black Country Clinical Commissioning Group (CCG).

The practice is a limited company owned by the medical director who is also the registered manager. The medical director is supported by four salaried GPs (three female and one male), two GP registrars (one male and one female) and one FY2 (foundation year two placement) trainee doctor on their second year after graduation, two practice nurses and one health care assistant.

The non-clinical team consists of administrative and reception staff, a practice/business manager and an assistant practice manager. The practice is an approved training practice and provides training to GP Registrars as part of their ongoing training and education.

The practice is currently part of a wider network of GP practices.

The practice opening times are 8am to 6.30pm, Monday to Friday and Saturday morning from 9am to 12pm. The practice has opted out of providing an out-of-hours service. Patients can access the out of hours service provider by contacting the NHS 111 service.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth decile (four 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 45% White, 34% Asian, 12% Black, 5% Mixed, and 4% Other. The age distribution of the practice population is much lower than local and national averages for patients aged 65 years and over.