

Dr J.R. Naik and Partners

Inspection report

199 Shady Lane
Birmingham
B44 9ER
Tel: 01213892222

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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	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Dr J.R. Naik and Partners (also known as The Oaks Medical Centre between 3 and 7 October 2022. Overall, the practice is rated as Good.

The ratings for each key question are as follows:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

The practice has not been inspected under their current registration with the Care Quality Commission (CQC). In 2019 the practice joined Our Health Partnership (OHP) which is a large provider organisation. Prior to joining OHP and under a previous registration the practice was inspected in November 2016 and was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr J.R. Naik and Partners on our website at www.cqc.org.uk

Why we carried out this inspection

The inspection was a comprehensive inspection of Dr J.R. Naik and Partners under a new provider registration to rate the service.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short 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

Overall summary

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Safeguarding arrangements had been developed to help support and protect the practice's most vulnerable patients.
- Infection prevention and control measures were in place to minimise the risks to patients.
- The premises appeared well maintained and there were systems for managing the health and safety of staff and patients although oversight was not always evident.
- The practice learned from incidents and had implemented systems for sharing learning with staff and minimising the risk of reoccurrence.
- Our clinical searches found medicines and long-term conditions were generally well managed and followed up, with few areas for review.
- Patients received effective care and treatment that met their needs.
- The practice was involved in quality improvement of the services however, learning from audits undertaken was not always evident.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. There was a strong focus on supporting those with caring responsibilities.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Improve oversight for all aspects of health and safety across the main and branch sites.
- Address any issues identified during our clinical searches of medicines and long-term conditions that require follow up.
- Improve shared learning and improvement through clinical audit.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and a second CQC inspector who undertook a site visit. The team also included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Dr J.R. Naik and Partners

Dr J.R. Naik and Partners (also known as The Oaks Medical Centre) is located in Birmingham at:

199 Shady Lane

Great Barr

Birmingham

West Midlands

B44 9ER

The practice has a branch surgery at:

119 Chester Road

Streetly

Sutton Coldfield

B74 2HE

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery. We visited both sites as part of our inspection.

The practice is situated within the NHS Birmingham and Solihull Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 13,000. This is part of a contract held with NHS England.

The practice is part of the Kingstanding, Erdington and Nechells Primary Care Network (PCN). A PCN is a wider network of GP practices that work together to address local priorities in patient care.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (five 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 85.3% White, 7.3% Asian, 4.4% Black, 0.5% Mixed and Other minority ethnic.

The age distribution of the practice population closely mirrors the local and national averages.

The practice team consists of three GP partners (one male and two female), three salaried GPs (one male and two female), six clinical staff working in advanced roles (including nurses and paramedics), three practice nurses, four healthcare assistants and a phlebotomist. Non clinical staff were led by the practice manager supported by two managers and three team leaders and a large team of 26 administration and reception staff.

The practice is open between 8am to 6.30 pm Monday to Friday. The practice offers face to face and telephone appointments. Patients could also access video consultations. if they signed up for the service.

Extended access was hosted by the practice, providing pre-booked late evening and weekend appointments to patients in the locality. When the practice is closed patients are directed to the Out of Hours services via their telephone line.