

# Northbrook Group Practice

## Inspection report

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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

Outstanding 

Are services safe?	Good 
Are services effective?	Good 
Are services caring?	Good 
Are services responsive?	Outstanding 
Are services well-led?	Outstanding 

# Overall summary

We carried out an announced comprehensive inspection at Northbrook Group Practice on 20 November 2018 as part of our inspection programme. At the previous inspection in April 2015 the practice was rated as outstanding overall and specifically in effective and responsive. Features included:

- A diabetes education event where guest speakers included a consultant diabetologist and there was representation from other specialists linked to diabetes such as a dietician, an ophthalmologist podiatry and representatives from Diabetes UK. Positive feedback was received from the 200 patients who attended and as a result the practice reviewed and organised diabetes clinics to improve services to patients.
- The practice health trainer supported weight management, alcohol reduction and smoking cessation and could demonstrate positive impacts for patients.
- Patients recorded as having sight impairment were sent information in large print.
- Opportunistic dementia screening was carried out during flu clinics and long term condition reviews.

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 outstanding overall.**

We rated the practice as **outstanding** for providing responsive services because:

- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.
- There were innovative approaches to providing integrated person-centred care.
- The practice had identified areas where there were gaps in provision locally and had taken steps to address them.

We rated the practice as **outstanding** for providing well-led services because:

- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.

## **We have rated the population groups as good with the exception of the older people, families, children and young people population groups which we have rated as outstanding.**

- The practice held seasonal patient wellbeing promotions including winter wellness and stay well, stay safe events held at the practice. The winter wellness events included music and singalong for attendees and care hampers were given to patients which contained a blanket, a first aid kit, thermometer and treats. Due to the high uptake, two sessions were held on the same day. Those invited included 50 patients and their carers, some of whom were socially isolated including those recently bereaved and those who were part of the poly-pharmacy scheme.
- An event was organised for older patients to attend the practice to learn how to use mobile devices to access online services. The practice saw an uptake of all 35 patients who attended this event and were continuing to use the online facility.
- The practice held a 'Nasal Flu Party' hosted by the practice mascot a large green and white newt, to improve uptake in two and three year olds.
- All patients attending were treated to refreshments, helium balloons and balloon animals. They also created bravery certificates for the children to colour in and handed out stickers.
- Feedback received from parents was very positive and comments included it was easier to bring their child for a nasal spray on a Saturday and the flu party was not only a positive experience but a less stressful one for both parent and child.
- Uptake for nasal flu improved from a total of 173 given in the previous year compared to 279 up to December 2018 with 52 declined either due to parents not consenting or children already given at school for those in at risk groups.
- A mother and baby education event had been held at the practice and included life support training and promoted the importance of immunisation. Pregnant and new mums were invited to attend. Talks were given on childhood illnesses, pharmacy and breast feeding. New mum packs put together by the practice were distributed.

We also rated the practice as good for providing, safe, effective, caring and well-led services because:

# Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines and best practice.
- There were comprehensive policies and procedures to support best practice.
- There was an open and transparent approach to safety and a system in place for recording, reporting and learning from significant events. The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse and for identifying and mitigating risks of health and safety.
- There were clear responsibilities, roles and systems of accountability to support effective governance.
- Patients received effective care and treatment that met their needs.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

**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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, a practice manager specialist adviser and a second CQC inspector.

## Background to Northbrook Group Practice

Northbrook Group Practice is located at 93 Northbrook Road, Solihull. 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, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Northbrook Group Practice is situated within the Birmingham and Solihull (BSOL) Clinical Commissioning Group (CCG) and provides services to 11,341 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The clinical team consists of six GPs of which two are partners (one male and one female) and four salaried GPs. There are four practice nurses and two health care

assistants. This is a training practice with one registrar (a GP registrar is a qualified doctor who is training to become a GP through a period of working and training in a practice). The clinical team is supported by the practice manager a business manager and a team of reception and administration staff.

There are higher than average numbers of patients over the age of 65, and fewer patients from birth to 18 years of age than the national average. The National General Practice Profile states that 26% of the practice population is from an Asian, black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.