

OHP-Granton Medical Centre

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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at OHP-Grantton Medical Centre on 26 June 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 good overall and good for all population groups.

We found that:

- There were systems and processes in place to keep people safe such as the safeguarding procedures, effective recruitment procedures and infection prevention and control
- Patients received effective care and treatment that met their needs.

- Patient feedback was consistently positive. This included the results of the national GP survey which showed the practice was above the local and national average in all questions.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. 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-centre care.

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

- Review the systems to manage risk to ensure potential risks are assessed and managed effectively.

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

Our inspection team

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

Background to OHP-Granton Medical Centre

OHP-Granton Medical Centre is part of the provider at scale organisation Our Health Partnership (OHP). Our Health Partnership (OHP) currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. The provider has a centralised team to provide support to member practices in terms of quality, finance, workforce, business planning, contracts and general management, whilst retaining autonomy for service delivery at individual practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally. OHP- Granton Medical Centre was added as a location to the provider's Care Quality Commission (CQC) registration in August 2017.

The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. NHS services are provided through a General Medical Services (GMS) contract to approximately 8000 patients. A GMS contract ensures practices provide essential services for people who are sick as well as, for

example, chronic disease management and end of life care and is a nationally agreed contract. The practice also provides some enhanced services such as childhood vaccination.

The practice is part of the NHS Birmingham and Solihull Clinical Commissioning group (CCG). A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

The practice is situated in an area with lower levels of deprivation with a score of level five on the index of multiple deprivation score. Level one represents the most deprived areas and level 10, the least deprived. The practice has a higher than average older practice population compared with the local and national average.

There are two GP partners (both male), and four salaried GPs (one male and three female). There are two nurses who carry out reviews of patients who have long term conditions such as asthma hypertension and diabetes. They also provide cervical screening and contraceptive services. There are three healthcare assistants (HCAs) who carry out duties such as, phlebotomy (taking blood for testing), smoking cessation, NHS health checks and vaccinations. The practice manager is supported by a team of administrative staff and a data manager.

The practice is a designated training practice for trainee GPs. These are qualified doctors who are learning the role of a GP.

The practice is open from 8am until 6.30pm every weekday with appointments available during these times. The CCG has commissioned an extended hours

service. The extended hours service operates between 6.30pm and 8pm Monday to Friday, 9am to 1pm Saturday and Sunday. The service is available at an NHS hospital, The Royal Orthopaedic Hospital.

The practice has opted out of providing an out-of-hours service. Patients can access the out of hours service provider by calling NHS 111.