

# Church Road Surgery

## Inspection report

28 Church Road  
Aston  
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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 effective?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focused inspection at Church Road Surgery on 30 October 2019, following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Effective
- Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe
- Caring
- Responsive

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.

We rated the practice as **requires improvement** for population group Families, children and young people because:

- The uptake of childhood immunisation was below the national target.

We rated the practice as **good** for providing effective and well led services because:

- 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.

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

- Continue to promote and explore ways to improve the uptake of cancer screening and childhood immunisation.
- Review the systems to manage risk to ensure potential risks are assessed and managed effectively and regularly reviewed. For example, systems for monitoring staff training and consent, access to policies in the event of IT failure and the arrangements for the checking of equipment.

**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	Requires improvement	
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.

## Background to Church Road Surgery

Church Road Surgery is part of the NHS Sandwell and West Birmingham (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 led by two GP partners (both male) and has two salaried GPs (both female). There is also a female practice nurse, two female healthcare assistants (one is also a holistic therapist), a practice manager and an IT manager. They are supported by a team of administrative/reception staff.

The practice is registered with the Care Quality Commission to provide primary medical services and carry out the following regulated activities: diagnostic and screening procedures, treatment of disease, disorder or injury, family planning, maternity and midwifery services, and surgical procedures. NHS services are provided through a General Medical Services (GMS) contract to approximately 4659 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.

Church Road Surgery is in Aston, Birmingham and has approximately 4500 registered patients. We reviewed the most recent data available to us from Public Health England which showed the practice is located in an area

with high levels of deprivation compared to other practices nationally, the practice scored one on the index of multiple deprivation (one is most deprived and ten is least deprived). The practice profile shows the practice has a high young practice population with patients predominantly from white and asian ethnic groups.

The practice is open between 8am and 6.30pm Mondays to Fridays. It offers extended opening on Mondays and Wednesdays until 7pm. In addition to pre-bookable appointments that can be booked three months in advance, urgent appointments are also available on the same day for people that need them.

The practice provides an improved access service which the CCG has commissioned as part of a joint working arrangement with other local practices within the Primary Care network. Extended access appointments are booked by patients through their GP practice and patients are seen at local practices during weekdays and Summerfield Primary Care Centre during the weekend. Appointments are available Monday to Friday between 6.30pm and 8pm, Saturday between 9am to 1pm and on a Sunday 9am to 12pm.

The practice has opted out of providing out-of-hours services to their own patients. This service is provided by an external out-of-hours service provider when closed.

The practice was previously inspected in February 2017 and rated good overall.