

Hawkesley Medical 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

Good



Are services safe?

Requires improvement



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 Hawkesley Medical Practice on 18 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:

- The practice cervical screening uptake was in line with averages and although childhood immunisations appeared to be lower than averages, the practice was able to demonstrate that these had improved, with the most recent data from the Children's Health Information Service (CHIS).
- The practice achieved higher than average scores in the GP patient survey for questions relating to patients being involved in their care and treatment and how they felt they were treated by staff at the practice. The practice had also completed their own survey but did not yet have access to the results.
- The practice achieved higher than average scores in the GP patient survey for questions relating to access to their care and treatment. The practice had also completed their own survey but did not yet have access to the results.
- The practice demonstrated a commitment to continuous learning and meaningful innovations to benefit their population.

- The practice had systems in place to safeguard patients from abuse, but these were not always fully effective. For example, non-clinical staff without DBS checks, had no assessment of risk. Safety systems were in place but were not always operating as intended. For example, we found an example of health and safety risks that had not been considered or addressed. Following the inspection, the practice told us that some of these concerns had been addressed with immediate effect and one would take longer to address.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to ensure that systems develop to allow access to and overview of staff related documents. For example, training records.
- Continue to ensure that prescription stationary is secure at all times.

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 second CQC inspector.

Background to Hawkesley Medical Practice

Hawkesley Medical Practice is located at in a deprived area in South Birmingham. 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, minor surgery, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

Hawkesley Medical Practice is situated within the Birmingham and Solihull (BSol) Clinical Commissioning Group (CCG) and provides services to 4,636 patients under the terms of a General medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a single-handed male GP who registered with the CQC in August 2018. The practice employed one male and two female salaried GPs, an advanced nurse

practitioner (f) in addition to three practice nurses (f) and a female HCA. The practice manager is supported by a senior receptionist and a team of administration staff. The practice is a member of the My Healthcare federation and have recently become part of a wider Primary Care network (PCN) in line with the NHS forward view.

There are higher numbers of patients between the ages of 15 and 65, in common with the characteristics of the Northern City area, and fewer patients aged over 45 than the national average. The National General Practice Profile states that 16% of the practice population identify as BME. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 75 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met...</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment.</p> <p>In particular we found:</p> <ul style="list-style-type: none">• Safety systems were in place but were not always operating as intended. For example, we found an example of health and safety risks that had not been considered or addressed. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>