

OHP-Small Heath Medical Practice

Inspection report

2 Great Wood Road
Birmingham
West Midlands
B10 9QE

Tel: 01217668828

Website www.smallheathmedicalpractice.nhs.uk

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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 of OHP- Small Heath Medical Practice on 27 February 2019.

The practice was previously inspected under the previous provider in May 2016 and was rated Good overall.

During this inspection in February 2019, 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 rated the practice as **good** for providing safe, effective, caring, responsive and well-led services because:

- The practice had effective systems and processes to keep patients safe and protected from harm.
- The practice monitored performance and took action to improve when the practice was not meeting targets.
- All staff we spoke with were well informed on issues affecting the practice including learning from significant events and complaints.
- Staff told us they felt supported by management and were encouraged to develop.

- Patient feedback was mostly positive about the way staff treated patients and results from the national patient survey showed that 100% of patients that responded to the survey had confidence and trust in the healthcare professional they saw or spoke to.
- We saw the practice was working hard to improve the health of their patient population and was taking a proactive approach in trying to improve bowel cancer screening uptake.
- The practice was able to demonstrate the action they had taken to improve their appointment system had resulted in improved patient satisfaction.

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

- The practice should continue to monitor and improve its system for identifying carers, including young carers to further advise and support and to be responsive to individual needs.
- The practice should continue obtaining feedback from patients on its appointment and telephone systems to determine if implemented changes have improved patient satisfaction.
- The practice should continue to take action to improve uptake with cancer screening and child immunisation.

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 second CQC inspector and a GP specialist advisor.

Background to OHP-Small Heath Medical Practice

OHP- Small Heath Medical Practice 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 added OHP- Small Heath Medical Practice as a location to their registration in October 2017. The practice is registered to provide the following regulated activities from its registered address:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Treatment of disease, disorder or injury
- Surgical procedures

The practice address is 2 Great Wood Road Birmingham B10 9QE.

Overall, the service provides care to approximately 5,600 patients. Information from Public Health England states that 79% of the practice population is from an Asian, black, mixed or other non-white ethnic group. The level of deprivation within the practice population group is rated as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

One of the GP partners is registered as the CQC registered manager.

The practice has three female GP partners and four salaried GPs (one male, and three female), three practice nurses, one specialist diabetes nurse, one advanced nurse practitioner and two healthcare assistants. There is one practice manager who is supported by an assistant practice manager and a team of administrative and reception staff, some of which also carry out secretarial and call handling duties.

The service offers training and teaching facilities, which means GP trainees, foundation year doctors and student nurses are able to undertake part of their training at the practice.

The practice offers pre-bookable, same day face to face consultations and telephone consultations with a health

care professional. The service also offers home visits to house bound patients on request, a clinician may contact the patient prior to visit to determine the nature of the illness. Opening and appointment times are set out in the evidence tables.

Pre-bookable evening and weekend appointments are also available as part of the services extended hours service:

Monday to Friday from 6.30pm to 8pm and Saturday mornings 9am to 1pm at Iridium Medical Practice, 299 Bordesley Green East, Stechford, B33 8TA.

When phone lines are closed, including on Wednesday afternoons and on evenings, weekends and bank holidays, patients are automatically diverted to the GP out of hours service provided by the Badger Out of Hours Group. Patients can also access advice through the NHS 111 service.