

# The Slieve Surgery

## Inspection report

2 The Slieve  
Handsworth Wood  
Birmingham  
B20 2NR  
Tel: 01215541812  
[www.2theslieve.co.uk](http://www.2theslieve.co.uk)

Date of inspection visit: 7 February 2024  
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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 responsive to people's needs?

Good



# Overall summary

We undertook a targeted assessment on 7 February 2024 of the responsive key question at The Slieve Surgery. The rating for the responsive key question is good. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain good.

Safe – not inspected, rating of good carried forward from previous inspection.

Effective - not inspected, rating of good carried forward from previous inspection.

Caring - not inspected, rating of good carried forward from previous inspection.

Responsive – good.

Well-led - not inspected, rating of good carried forward from previous inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Slieve Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this assessment.

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

## How we carried out the assessment

- This assessment was carried out without a site visit.
- we conducted staff interviews using video conferencing.
- We requested evidence from the provider and reviewed the appointment system.

## Our findings

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 found that:

- Patient satisfaction with access had improved since the previous inspection in November 2022.
- The provider had systems in place to monitor access and patient satisfaction. When it was identified that improvements were needed, the provider took appropriate action to improve the quality of services being delivered.
- The provider worked with other organisations to provide services that met the needs of their patient population.

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

# Overall summary

- Continue to monitor patient satisfaction and experience and take appropriate action when patient feedback identifies areas for improvement.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

## Background to The Slieve Surgery

The Slieve Surgery is situated in the area of Handsworth Wood in Birmingham. The practice address is 2 The Slieve, Handsworth Wood, Birmingham, B20 2NR.

The practice provides services under a General Medical Services (GMS) contract agreed nationally.

The surgery has a patient list of approximately 9,000 patients.

The practice is part of a wider network of GP practices called the Peoples Health Partnership (PHP) primary care network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (4 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 21% White, 54% Asian, 15% Black, 4% Mixed, and 7% Other.

The surgery has been a training practice for trainee GPs since 2001 and a teaching practice for Birmingham University Medical Students, since 2023.

The clinical team includes a lead GP (the provider) and 4 salaried GPs and 4 regular locum GPs.

There is one advanced nurse practitioner, four practice nurses, a healthcare assistant (HCA) and a physicians associate. The practice is supported by staff employed by the PCN and includes a pharmacist prescriber, a pharmacy technician, a social prescriber, a first contact mental health practitioner and a first contact physiotherapist.

The lead GP partner, the practice manager and the HR manager form the practice management team, and they are supported by the reception and administration staff.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, family planning, treatment of disease, disorder or injury and maternity and midwifery services.

The practice is open between 8am and 6.30pm Monday to Friday.

Extended access appointments (6.30pm-8pm) are provided at the practice on Wednesday, Thursday and Friday evenings and at other local practices within the PCN on Monday and Tuesday evenings. Appointments are available on a Saturday 9am-5pm either at the practice or at a local practice within the PCN.

Patients can also access appointments at other practices as part of West Birmingham locality hub arrangements. Patients have access to appointments for urgent care Monday to Friday 10am to 6pm and 9am to 5pm on Saturday and Sundays.

When the practice is closed the out of hours provision is provided by NHS111.