

Green Lane Surgery

Inspection report

C/O Smiths Wood Medical Centre
Burtons Way, Smiths Wood
Birmingham
B36 0SZ
Tel: 01217495115

Date of inspection visit: 24 June 2022
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Green Lane Surgery on 24 June 2022. Overall, the practice is rated as Good.

Ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

We carried out an announced comprehensive inspection at Green Lane Surgery as part of our inspection programme and to provide a rating for the service, as it had not been inspected before.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using the telephone/video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

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 have rated this practice as Good overall

Overall summary

We found that:

- The practice had procedures in place to safeguard vulnerable patients, and all staff we spoke with were trained and understood safeguarding processes and actions they would need to take where patients were at risk of harm.
- The practice provided care to patients in a way that kept them safe from avoidable harm.
- Staff were supported in their roles and told us they were involved in decisions about the practice.
- Patients received care and treatment that effectively met their needs.
- Patients were supported with kindness and respect and made decisions about their care and treatment.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was managed promoted the delivery of high-quality person-centre care.
- The practice had a complaints procedure in place which enabled patients to raise concerns they had. We saw complaints were logged and used to improve patient care.
- The practice demonstrated they understood the challenges to providing high quality patient care.
- Staff we spoke with told us the practice was open and honest and they could raise any concerns they had. We also saw there was a whistle blowing policy in place that staff were aware of and knew its purpose.
- The practice had policies in place to support good patient care and lessons were learnt from accidents, incidents and significant events.
- The practice worked collaboratively with other professionals and clinicians to develop systems and share best practice.
- The practice had systems in place to monitor how the practice performed to meet expected targets.

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

- Continue to increase the uptake of childhood immunisations.
- Continue to increase the uptake for cervical, breast and bowel cancer screening.
- Continue to improve patient satisfaction in relation to patient surveys results.

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

Our inspection team

Our inspection team was led by a CQC lead inspector and a second inspector who spoke with staff using the telephone/video conferencing facilities and undertook a site visit. The team included a GP specialist advisor (SpA) who carried out staff interviews using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Green Lane Surgery

Green Lane Surgery is located in Birmingham:

Smiths Wood Medical Centre

Burton's Way

Smiths Wood

Birmingham

B36 0SZ

The provider is registered with the CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Birmingham & Solihull Integrated Care System (ICS) (formerly Birmingham and Solihull Clinical Commissioning Group (CCG)) and delivers General Medical Services (GMS) to a patient population of approximately 7,712 people. This is part of a contract held with NHS England.

Information published by Public Health England rates the level of deprivation within the practice population group as one on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest. According to the latest available data, the ethnic make-up of the practice area is 4.6% Asian, 86.6% White, 4.5% Black, 4% Mixed, and 3.3% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice consists of two permanent GPs, one salaried GP, three long term locums, one nurse, one healthcare assistant, one community midwife and a health visitor. The practice is managed by a practice manager and a team of administrative and reception staff.

The practice is open Monday to Friday from 8am to 6:30pm. When the practice is closed patients are directed to out of hours (Badger – Birmingham and District General Practitioner Emergency Rooms) NHS 111 services or 999 in an emergency.

Extended access is provided locally by the surgery as part of the North Solihull PCN at Bosworth Medical Centre, where late evening and weekend appointments are available. These are booked by reception staff at the practice.