

Church Lane - Khan

Inspection report

113 Church Lane
Stechford
Birmingham
West Midlands
B33 9EJ
Tel: 01217832861
www.churchlanesurgerykittsgreen.nhs.uk

Date of inspection visit: 22 August 2019
Date of publication: 04/10/2019

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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Requires improvement



Are services responsive?

Requires improvement



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection of Church Lane – Khan’s practice (also known as The Surgery) on 22 August 2019.

The practice was last inspected in January 2019 and received a continued rating of Inadequate overall, therefore remaining in Special Measures since July 2018 when they were first inspected using our comprehensive inspection methodology.

At this inspection we followed up on breaches of regulations identified at a previous inspection in January 2018. You can read the reports from our last inspections by selecting the ‘all reports’ link for Church Lane Khan on our website at www.cqc.org.uk.

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.

Following this inspection we have rated this practice as Requires Improvement overall, the practice was rated as Requires Improvement for providing safe, effective, caring, responsive and well-led services; this included for effective care and responsive services to all of the six population groups.

We found that:

- The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.
- Whilst the practice had systems, practices and processes to keep people safe and safeguarded from abuse, the governance of these systems were not fully effective in some areas.
- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation. However, during our inspection, we identified gaps in the practices system for the receipt of safety alerts as well as gaps in evidence to demonstrate that evidence-based guidance was followed in certain areas.

- We found that performance was below target and below average in areas such as cancer screening and childhood immunisation uptake.
- Although we noted some efforts to improve access, this was not evident in satisfaction rates for access to service and performance was less positive with regards to care. The evidence provided as part of the inspection did not provide assurance of plans to improve this area.
- We noted a marked improvement following work undertaken to cleanse the practice’s patient record system, this was noted across clinical coding areas and clearer patient registers.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care

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

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

- Continue with efforts to improve uptake of childhood immunisations and cancer screening overall.
- Continue to explore further ways to improve patient satisfaction in response to feedback and below average satisfaction results.
- Explore further ways to identify and capture carers to ensure their care and support needs are met.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service

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 | Requires improvement  |
| People with long-term conditions | Requires improvement  |
| Families, children and young people | Requires improvement  |
| Working age people (including those recently retired and students) | Requires improvement  |
| People whose circumstances may make them vulnerable | Requires improvement  |
| People experiencing poor mental health (including people with dementia) | Requires improvement  |

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a nurse specialist advisor and a second CQC inspector.

Background to Church Lane - Khan

Church Lane – Khan, also known as The Surgery, is situated in a converted residential property in the Stechford area of Birmingham. Public Health England data ranks the levels of deprivation in the area as one out of 10, with 10 being the least and one being the most deprived. Approximately 3,500 patients are registered with the practice.

The service is registered to provide the regulated activities of Diagnostic and screening procedures, Maternity and midwifery services, Surgical procedures and the Treatment of disease, disorder or injury at 113 Church Lane, Stechford, Birmingham, B33 9EJ. Our inspection was based at this location address.

The practice is led by a male GP partner (also the Registered Manager). The clinical team includes a part time practice nurse and a part time health care assistant (both female). The practice team includes a practice manager and a team of administrative staff who cover admin and reception duties. The practice employs locum GPs through a locum GP agency, locum GPs work at the practice every Tuesday and Friday.

At the time of this inspection the practice was undergoing a partnership change. The practice's previous GP partner had retired from the practice in July 2019 and a new GP partner who also worked as a locum GP at the practice, was due to join as a partner in September 2019.

The practice is open between 8am and 6.30pm on weekdays apart from Thursdays when the practice closes at 1pm. Extended hours operate until 8pm on Mondays and on Thursday afternoons there is a GP on call. In addition, patients can access appointments through the Bordesley Green Access Hub also known as Omnia during the day when appointments are closed, on evenings from 6.30pm to 8pm and on weekends from 8.30am to 11.30am. When the practice is closed 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.

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 Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury | <p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The registered person had systems or processes in place that were operating ineffectively in that they failed to enable the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk;</p> <p>During our inspection we identified gaps in the governance of safeguarding systems and gaps in the system for following up on failed attendances of children's secondary care appointments.</p> <p>There was additional evidence of poor governance, in particular we identified gaps in the practices system for the receipt of safety alerts. In addition, we found gaps in the practices system for vaccinating patients with an underlying medical condition.</p> |