

# GPS Healthcare - Tanworth Lane

## Inspection report

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Date of inspection visit: 5 december 2018 11 and 12  
December 2018  
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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 GPS Healthcare on 5 December 2018 as part of our inspection programme. In addition, we inspected four of the five branch sites on 11 and 12 December 2018.

At the last inspection in May 2017 we rated the practice as good overall.

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 provided care in a way that kept patients safe and protected them from avoidable harm. Although systems and process to promote consistency across the organisation were in place, they were not always applied consistently in practice. Some areas such as the management of safety alerts, elements of performance monitoring and the system for monitoring patients on high risk medicines required embedding further.
- There was an open and transparent approach to safety and a system in place for recording, reporting and learning from significant events. The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse and for identifying and mitigating risks of health and safety.

- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines and best practice.
- Staff were encouraged and given opportunities to train or study for additional qualifications to enhance their roles.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. The practice considered innovative ways of providing appropriate care to vulnerable and hard to reach groups of patients.
- Patients could access care and treatment in a timely way during normal surgery hours or via the extended hours hub.
- There were clear responsibilities, roles and systems of accountability to support effective governance. Partners held specific roles as part of the executive board for which they were accountable.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- The vision of the organisation took into account the changing landscape of the local health and social economy.

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

- Continue to embed new systems and processes in relation to the monitoring of patients on high risk medicines.
- Continue to monitor the process for receiving all safety alerts.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included five GP specialist advisors, a practice manager specialist advisor, an inspection manager and six CQC inspectors.

## Background to GPS Healthcare - Tanworth Lane

GPS Healthcare was founded in 2015 by merging six existing GP surgeries. GPS Healthcare has one registered location at Tanworth Lane Surgery. There are also five branch sites; Meadowside Family Health Centre, Knowle Surgery, Park Surgery, Village Surgery and Yew Tree Medical Centre. During this inspection we visited Tanworth Lane Surgery, Knowle Surgery, Park Surgery, Village Surgery and Yew Tree Medical Centre.

GPS Healthcare's registered location is 198 Tanworth Lane in Shirley, Solihull. There is one patient list and patients registered with the provider can choose to be seen at any of the branches.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from all sites.

GPS Healthcare is situated within the Birmingham and Solihull (BSol) Clinical Commissioning Group (CCG) and provides services to 40,400 patients, approximately 20% of the population of Solihull, under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The area served has low deprivation compared to England overall. Based on data available from Public Health England, the levels of deprivation in the area served by GPS Healthcare ranked at nine out of ten, with ten being the least deprived.

The group of practices is served by 19 GP partners and a team of an additional 125 staff including clinical and non-clinical.

There are a higher than average number of patients aged of 65 and over, and fewer patients aged over 5 to 18 years, than the national average. The National General Practice Profile states that 87% of the practice population is white with a further 9% of the population being from Asian background and a further 4% originating from black, mixed or other non-white ethnic groups. Information published by Public Health England. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 86 years compared to the national average of 83 years.

Surgeries are open from 8am to 6.30pm although Village and Knowle are closed on Wednesday afternoons from 1pm, cover is provided at any of the other GPS sites. Extended hours appointments were available via the local hub and specifically at Tanworth Lane between 6.30pm and 8pm Mondays and Fridays, Saturday and Sunday 10am to 1pm. Patients requiring a GP out of normal hours are advised to contact NHS 111.