

Dr Bhalla's and Partners

Inspection report

247-251
Soho Road
Birmingham
B21 9RY
Tel: 01214654479

Date of inspection visit: 6 October 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 comprehensive inspection at Dr Bhalla's and Partners on 6 October 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Why we carried out this inspection

This inspection was a comprehensive inspection due to changes to the registration of the provider and includes the safe, effective, caring, responsive and well-led key questions.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- 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.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Our review of clinical records found medicines were well managed.
- The practice continually reviewed and monitored the effectiveness of its services.

Overall summary

- Feedback from patients were mixed about how staff dealt with patients, however the practice staff were taking action to address this.
- Staff had the skills, knowledge and experience to carry out their roles effectively.
- The culture of the practice drove the delivery and improvement of high-quality, person-centred care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice learned from incidents, events and complaints and ensured learning was shared amongst the staff team.
- We found the premises were well maintained, appeared clean and tidy and had appropriate infection prevention and control arrangements in place.
- Patients received effective care and treatment that met their needs. Our review of clinical records found effective systems were in place for follow up and monitoring of patients with long term conditions.

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

- Improve the uptake of childhood immunisations and cervical cancer screening.
- Continue to improve outcomes for patient satisfaction and monitor the impact of these changes.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

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

Background to Dr Bhalla's and Partners

Dr Bhalla's and Partners Practice is located in Birmingham at:

247-251

Soho Road

Birmingham

B21 9RY

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

The practice is situated within the Birmingham and Solihull Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 5,628. This is part of a contract held with NHS England.

The practice is part of People's Health Partnership Primary Care Network (PCN). A PCN is a wider network of GP practices that work together to address local priorities in patient care.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one 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 52% Asian, with 20% White, 19% Black and 9% Mixed and Other.

The practice team consists of a GP partner, a salaried GP, three long term GP locums, a pharmacist, two practice nurses and two health care assistants. Clinical staff are supported by a team of non-clinical staff, which include a business manager partner, a practice manager and a team of administrative/reception staff.

The practice is open between 8am to 6.30 pm Monday to Friday with extended access on Wednesday between 6.30pm and 8pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally through the primary care network, where late evening and weekend appointments are available. Out of hours services are provided by West Midlands Ambulance Service. These are available by contacting NHS 111.