

Dr Kalpana Kommalapati

Inspection report

315 Sheldon Heath Road
Sheldon
Birmingham
West Midlands
B26 2TY
Tel: 01217432626
www.downsfieldmedicalcentre.co.uk

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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

Are services responsive?

Good



Overall summary

We carried out an announced desktop focussed inspection of Dr Kalpana Kommalapati's service (also known as Downsfield Medical Centre) on 30 July 2019. We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions under Responsive services:

- How the service responded to and met people's needs
- How the service listened and learned from concerns and complaints

This desktop focussed inspection followed the practices initial comprehensive inspection in January 2017. At this inspection the practice received a rating of Good overall, however it was rated as Requires Improvement for providing Responsive services due to areas of poor satisfaction with regards to access. Therefore we also carried out this desktop inspection on 30 July 2019 to confirm that the practice had made improvements to the areas we identified in our previous inspection in January 2017.

The full comprehensive report and previous inspection reports can be found by selecting the 'all reports' link for Dr Kalpana Kommalapati 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 during the desktop inspection process
- 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 Good for providing Responsive care. This rating is also applied to all the population groups. The overall rating remains as Good.

We found that:

- The practice organised and delivered services to meet patients' needs. Complaints were listened and responded to and used to improve the quality of care.
- The practice made changes to improve access. We noted that these changes had resulted in positive patient satisfaction rates which were continually monitored by the practice.
- The results from the national GP patient surveys in 2018 and most recently in 2019 showed that most results for access were also above local and national averages with regards to satisfaction rates.
- Overall, there was evidence provided to support responsive services provided to the six population groups.

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

- Continue to explore further ways to improve patient satisfaction in response to feedback on the types of appointment offered at the 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	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

The desktop focused inspection was carried out by a CQC lead inspector.

Background to Dr Kalpana Kommalapati

Dr Kalpana Kommalapati's service (also known as Downsfield Medical Centre) is situated in a purpose built medical centre in the area of Sheldon, 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. The practice provides services to approximately 3,645 patients.

The service is registered to provide the regulated activities of Diagnostic and screening procedures, Maternity and midwifery services, Surgical procedures, Family planning and the Treatment of disease, disorder or injury.

The practice is led by a single handed female GP who is supported by a clinical team of three GPs, a practice nurse (female) and a healthcare assistant (female). The three GPs includes a male salaried GP and a male and female locum GP who both work at the practice on a long-term sessional basis. The practice is supported by a practice manager and team of administrative staff who cover reception, administrative and secretarial duties.

The practice is open between 9am and 6.30pm Monday to Wednesday and from 7am to 6.30pm on Thursdays and Fridays. Extended hours are available through a partner practice (Bosworth Medical Centre) on weekday evenings between 6.30pm and 8pm and on weekends between 9am and 12pm. The practice also offers earlier appointments from 7am on Thursdays and Fridays. There is a GP on call for emergency appointments between 8am – 9am. During afternoons when appointments are closed, patients are diverted to Badger who were contracted to provide in-hours telephone coverage for the practice.

For out of hours care patients are diverted to the GP out of hours service which is also provided by Badger as an out of hours service, when appointments are closed. Patients can also access advice through the NHS 111 service.