

# Coventry Road Practice

## Inspection report


2314 Coventry Road  
Sheldon  
Birmingham  
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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 responsive to people's needs?

Good 

# Overall summary

We carried out an announced assessment of Coventry Road Practice on 22 November 2023.

This was a targeted review of responsive services. The practice was previously inspected in January 2019 and had previously been rated good overall and good in safe, effective, caring, responsive and well-led. Any previous ratings for the overall rating, safe, effective, caring, and well-led will be unchanged following this assessment.

Rating at this assessment:

Responsive – Good.

## Why we carried out this review

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

## How we carried out the assessment

This assessment was carried out virtually, through an online meeting and review of documents. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A virtual meeting with the provider.

## Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the assessment
- 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 for responsive services.

We found that:

# Overall summary

- The practice had a proactive approach to identifying the needs of patients and responding to them. This included addressing barriers faced by migrants in accessing health services and promoting a 'safe practice' for vulnerable groups.
- Patients could access care and treatment in a timely way. Data from the national GP survey showed the practice performed consistently positively for access on the telephone.
- A wide range of clinical staff were employed directly by the practice or indirectly via their network. Patients could choose preferred appointment types as appropriate.
- Demand and capacity were monitored regularly in collaboration with staff to ensure appointment numbers met the needs of patients.
- Feedback from patients was positive about how caring and accommodating all staff were.
- The practice dealt with complaints in a timely manner and learned from them.

**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 Health Care

## Our inspection team

The inspection was carried out by a CQC lead inspector who spoke with staff using video conferencing and reviewed documents remotely.

## Background to Coventry Road Practice

Coventry Road Practice is located at 2314 Coventry Road, Sheldon, Birmingham, B26 3JS.

The provider is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures; surgical procedures; family planning; maternity and midwifery services; and treatment of disease, disorder, or injury.

Coventry Road Practice is situated within the Birmingham and Solihull Integrated Commissioning Board (ICB) and provides services to 4650 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. They are a member of the North Solihull Primary Care Network (PCN).

Information published by the Office for Health Improvement and Disparities shows that deprivation within the population group is 6 (6 out of 10). The higher the decile the less deprived the practice population is relative to others. According to the latest available data, the ethnic make-up of the practice area is 87% White, 8.5% Asian, 2.1% Black and 1.9% Mixed.

The clinical team consists of two GP partners (female) and two salaried GPs (one male and one female). The team also includes two practice nurses and two health care assistants (one of them has a dual role as a receptionist); one practice manager and a number of administration staff.

The practice is open between 8am to 6.30pm Monday to Friday. Appointment times vary by clinician. Extended access appointments are offered up to 7pm on Monday and Friday. Additional evening and weekend appointments are available through the local hub and appointments booked through the practice. When the practice is closed out of hours services are provided through the NHS 111 service.