

Summerfield Primary Care Centre

Inspection report

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Summerfield Primary Care Centre also known as Dr Kulshrestha's Summerfield Family Practice on 13 February 2019 as part of our inspection programme.

At the last inspection in February 2018 we rated the practice as requires improvement for providing safe, effective and caring services. We rated the service inadequate for providing well-led services.

We based our judgement of the quality of care at this service is 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:

- Most risks were managed to ensure patients were kept safe and protected them from avoidable harm.

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice opening hours were limited however feedback from patients regarding access was positive and comparable to local and national averages.
- The practice had implemented changes to governance processes to manage risks and promote the delivery of high-quality, person-centre care.

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

- Review process to ensure more carers are identified.
- Review approach for cancer screening such as cervical cytology so further improvements could be achieved.

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

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

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

Background to Summerfield Primary Care Centre

Summerfield Primary Care Centre provides services to approximately 1650 registered patients in an urban area of Central Birmingham. The practice is run by two GP partners, one male and one female. Only one of the partners was undertaking regular clinics at the time of the inspection. The practice employs a practice nurse who works closely with the GPs. Other staff includes a practice manager and three administration staff.

The practice is registered with the CQC to carry out the following regulated activities:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Treatment of disease, disorder or injury

The practice is open from 9am to 1pm and 5pm to 6pm Monday to Friday. The practice was closed between 1pm and 5pm Monday to Friday except for Thursdays when it was closed half day.

The practice offered extended appointments through hub working arrangements at another local site. These were on Mondays to Fridays (except Thursday) from 6.00pm to 8.00pm and is available with a nurse or GP. Saturday extended access is between 10am to 1.30pm. Patients

also have access to the Virtual Hub for telephone consultations with a GP or pharmacist. These are available from Monday to Friday 8am to 8pm and Saturday and Sunday from 8am to 2pm.

When the practice is closed patients are automatically diverted to the GP out of hour's service. Patients can also access advice via the NHS 111 service. Urgent appointments are available for people that need them, as well as telephone appointments. Online services are available for patients including, making appointments online and accessing online medical records summaries.

We reviewed the most recent data available to us from Public Health England which showed the practice has a higher proportion of patients aged 0 to 55 years old, compared with the national average. It has a smaller proportion of patients aged 55 and over compared to the national average. Income deprivation affecting children was 37%, which was higher than the CCG average of 30% and the national average of 20%. Income deprivation affecting older people was 42%, which was higher than the CCG average of 37% and the national average of 20%. The percentage of patients. Sixty-five percent of the patients serviced by this practice were from BME (Black, Minority, Ethnic) groups.