

Kingshurst Medical Practice

Inspection report

40 Gilson Way
Birmingham
B37 6BE
Tel: 01217700406

Date of inspection visit: 5 January 2024
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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

Not inspected

Are services responsive to people's needs?

Requires Improvement



Overall summary

We undertook a targeted assessment of the responsive key question at Kingshurst Medical Practice. The rating for the responsive key question is Requires Improvement.

As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain Good.

Safe - not inspected, rating of good carried forward from previous inspection.

Effective - not inspected, rating of good carried forward from previous inspection.

Caring - not inspected, rating of good carried forward from previous inspection.

Responsive – Requires Improvement

Well-led - not inspected, rating of good carried forward from previous inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for Kingshurst Medical Practice on our website at www.cqc.org.uk.

Why we carried out this inspection.

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore aspects of care.

How we carried out the review

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.
- Requesting evidence from 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 inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- The practice had identified and responded to the needs of the patients.
- National GP Patient survey data showed patient satisfaction was lower than the local and national averages.
- The practice had made changes as a result of the survey and recent data showed these were improving the patient's experience.

Overall summary

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

- Continue to identify ways of improving patient satisfaction in relation to their appointment system and access by phone.

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

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Kingshurst Medical Practice

Kingshurst Medical Practice is located at 40 Gilson Way, Birmingham B37 6BE.

Kingshurst Medical Practice registered with CQC under the provider, The Practice Surgeries Limited. The Practice Surgeries Limited is part of the Operose Health Limited brand, which runs over 60 GP practices nationally.

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

The practice is situated within Birmingham and Solihull Integrated Care System and delivers medical care to a patient population of 6207. The practice is in a high level of deprivation and according to latest available data the patient make up is 3031 male and 3176 female.

According to the latest available data, the ethnic make-up of the practice area is 90.8% White, 3.9% Black, 3.9% Asian and 5.4% Mixed and Other.

The practice team consists of three salaried GPs (two female and one male), an Advanced Nurse Practitioner, two Practice Nurses and a Healthcare Assistant. Non-clinical staff include a Practice Manager and a team of reception/administration staff. The practice team are also supported by the wider provider organisation. As part of the PCN arrangements the practice has additional support from a social prescriber and paramedic and physician associate who see patients at the practice.

The practice is open between 8 am to 6 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Extended access appointments are provided locally at the Chelmsley Wood Primary Care Centre by appointment, weekday evenings and at the weekend. Out of hours services are provided through the NHS 111 service.