

Moseley Medical Centre

Inspection report

21 Salisbury Road
Moseley
Birmingham
B13 8JS
Tel:

Date of inspection visit: 13 December 2022
Date of publication: 03/02/2023

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?

Requires Improvement 

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 Moseley Medical Centre between 7 December 2022 and 13 December 2022. Overall, the practice is rated as good.

The ratings for each key question are as follows.

Safe - good

Effective - requires improvement

Caring - good

Responsive - good

Well-led - good

The practice has not previously been inspected under the current provider which registered with CQC in September 2020.

Why we carried out this inspection

We carried out this inspection to rate the service as a new provider.

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 shorter 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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. This included safeguarding systems, premises checks, infection prevention and control and clinical information.

Overall summary

- The practice had effective systems in place for the safe management of medicines with appropriate follow up arrangements in place.
- Systems were in place to support the practice to learn and make improvements when incidents occurred.
- Patients received effective care and treatment that met their needs. Our review of clinical records found appropriate follow up of patients with or at risk of long-term conditions.
- The practice had undertaken various events to support some of their most vulnerable patients including those with poor mental health.
- However, uptake of child immunisations and cervical cancer screening was significantly below national targets.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way. The practice scored higher than local and national averages for questions about access.
- The practice had taken action to understand access issues in particular among their older population and had made changes to improve the access to services.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Maintain records for all recommended staff immunisations and carry out risk assessments as appropriate.
- Improve the uptake of child immunisation and cancer screening programmes.

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 Moseley Medical Centre

Moseley Medical Centre is located in Birmingham at:

21 Salisbury Road

Moseley

Birmingham

West Midlands

B13 8JS

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.

The practice is situated within the Birmingham and Solihull Clinical Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 3,400. This is part of a contract held with NHS England.

The practice is part of the Pershore Primary Care Network (PCN). A PCN is a group of practices that work together to address local priorities in patient care.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (two 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 54% White, 31% Asian, 7% Black, 5% Mixed and 4% Other minority ethnic.

The practice population has a higher percentage of working age patients than local and national averages. There are more female patients in the 25 to 29 age group registered at the practice compared to male patients and more male patients in the 30 to 54 age group registered at the practice compared to females.

The practice team consists of two GP partners (one male and one female), a salaried GP (male) and a long-term locum GP (female). There is one practice nurse, a health care assistant, a specialist diabetes nurse and two pharmacists. Non-clinical staff include a practice manager supported by a team of five administration and reception staff.

The practice is open between 8 am to 6.30 pm Monday to Friday and offers extended access until 7.10pm on a Monday and 7.30pm on a Tuesday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The practice is also part of a local federation which offers prebooked extended access appointments at various locations at evenings and weekends. Out of hours services are provided by BADGER or via the NHS 111 telephone service.