

The Slieve Surgery

Inspection report

2 The Slieve
Handsworth Wood
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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

Requires Improvement



Are services safe?

Requires Improvement



Are services effective?

Good



Are services well-led?

Requires Improvement



Overall summary

We carried out an unannounced focused inspection at The Slieve Surgery on 22 September 2021 in response to concerns received. The practice was registered under a new provider, Dr Imran Zaman, in March 2021.

The practice had previously been rated good at an inspection on 26 October 2016 under the previous provider, The Slieve Surgery.

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.
- Information from the provider, patients, the public and other organisations.

How we carried out the inspection:

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff and provider interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.

We have rated this practice as **Requires improvement** overall and good for all population groups except the population groups Families, children and young people and People whose circumstances make them vulnerable which are rated as Requires improvement.

We found that:

- The provider was not able to evidence that recruitment checks were routinely being carried out before staff commenced employment.
- Infection prevention and control was not managed effectively and areas from the practice's audit had not been carried out. Following our inspection, the provider reviewed this.
- The practice did not operate an effective system to routinely ensure safe monitoring of patients prescribed high risk medicines as well as patients on other repeat prescriptions.
- A local care home had experienced delays in referrals for residents and was no longer using the practice.
- Governance processes were not always effective, such as those to monitor recruitment processes, oversight of medicines management and the quality of medical records.
- The provider did not demonstrate how they ensured transportation and storage of confidential health records were carried out in line with Data Protection Act 2018.
- Staff did not always feel supported and improvement was needed in the practice's culture.

Overall summary

The areas where the provider MUST make improvements are:

- Ensure that care and treatment is provided in a safe way.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

In addition, the provider should:

- Improve the rates for child immunisations
- Improve the rates for cervical screening

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	Requires Improvement 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Requires Improvement 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was two CQC Inspectors and a CQC GP National Clinical Advisor.

Background to The Slieve Surgery

The Slieve Surgery is situated in the inner-city area of Handsworth Wood in Birmingham. The surgery has a patient list of approximately 7,800 patients from different cultural and religious backgrounds. The practice provides services under a General Medical Services (GMS) contract agreed nationally. The practice is a teaching practice for Birmingham University Medical Students, since 2001. The clinical team includes a GP partner and regular locum GPs. The new provider took over the practice in December 2020.

There are two practice nurses and a nurse manager. The GP partner and the deputy practice manager form the management team and they are supported by the reception and administration staff.

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

The practice is open between 8am and 6.30pm on Mondays, Tuesdays, Wednesdays and Fridays, 8am and 8pm on Thursdays. Appointments are available all week from 8am to 11am, and 2pm to 5pm. Additional appointments are available between 6.30pm and 7.30pm on Thursdays and 11.30am and 12.30pm all week for the cough and cold clinic. When the practice is closed the out of hours provision is provided by Primecare.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <ul style="list-style-type: none">• The provider did not ensure that high risk medicines were prescribed in line with national prescribing guidelines.• The provider did not ensure that medication reviews were routinely carried out as part of people's care and treatment before repeat prescriptions were issued.• The provider did not ensure that Infection prevention and control was managed safely. <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <ul style="list-style-type: none">• The provider did not ensure that recruitment checks were routinely carried out and monitored.• The provider did not ensure that there was effective oversight of quality assurance processes in recruitment checks, infection prevention and control and medicines management. <p>This was in breach of Regulation 17 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>