

OHP-Leach Heath Medical Centre

Inspection report

32 Leach Heath Lane
Rubery, Rednal
Birmingham
West Midlands
B45 9BU
Tel: 0121 453 3561
www.ourhealthpartnership.com

Date of inspection visit: 19 February 2019
Date of publication: 02/04/2019

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 OHP - Leach Heath Medical Centre on 19 February 2019 as part of our inspection programme.

The practice was rated as requires improvement for the safe, effective and well led key questions and requires improvement overall at the previous inspection in December 2017. You can read the report from our last comprehensive inspection on 20 December 2017; by selecting the 'all reports' link for OHP - Leach Heath Medical Centre on our website at www.cqc.org.uk.

This report covers our findings in relation to improvements made since our last inspection and any additional improvements we found at this inspection. The report covers our findings in relation to all five key questions and six population groups.

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 have rated this practice as good overall and good for all population groups.

We found that:

- The practice had reviewed their systems to ensure patients who required extra support received the appropriate care they needed. This included a hearing loop being in place to support patients with hearing difficulties and an inhouse social prescriber to support and advise patients on local organisations and services available.
- The practice had monitored the clinical and prescribing data to address areas where they were an outlier. Processes had been implemented to improve patient outcomes. For example: extra GP led diabetic clinics were now being held and antibiotic prescribing had reduced.
- The practice continued to monitor progress in response to patient feedback on access. They had implemented a range of initiatives to try and improve patient satisfaction. This included: a new telephone system with extra lines, increased online appointment availability and extra GP sessions.
- The system for recording complaints had been improved and the practice now had a process to ensure all complaints were acted on in a timely manner. We found complaints were also discussed with staff to share learning.
- The practice had reviewed their recruitment procedures and had implemented a thorough process to ensure all the relevant checks were carried out prior to employment. This included: clinical staff registered with professional bodies.
- Staff induction had been implemented and tailored to each individual employee to ensure all staff were aware of their roles and responsibilities.
- Staff development and training had been implemented to ensure all staff received regular appraisals and completed training to carry out their role effectively. A comprehensive record of staff training was in place and reviewed regularly.
- Governance processes for the management of risk had been reviewed and updated to ensure all risks previously identified had been mitigated. This included health and safety, fire and legionella risk assessments.
- The practice provided care in a way that kept patients 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 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**:

Overall summary

- Continue to monitor and improve telephone access to improve patient satisfaction scores.

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 and a second CQC inspector.

Background to OHP-Leach Heath Medical Centre

OHP – Leach Heath Medical Centre is located in Rubery, Birmingham. The practice is situated in a purpose built building. The provider is registered with CQC to deliver the Regulated Activities; treatment of disease, disorder or injury, diagnostic and screening procedures, family planning, maternity and midwifery services and surgical procedures.

OHP – Leach Heath Medical Centre is situated within the Birmingham and Solihull Clinical Commissioning Group (CCG) and provides services to 9,000 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.

OHP – Leach Heath Medical Centre is part of the provider at scale organisation Our Health Partnership (OHP). Our Health Partnership (OHP) currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. The provider has a centralised team to provide support to member practices in terms of quality, finance, workforce, business planning, contracts and general management, whilst retaining autonomy for service delivery at individual practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary

medical services and provide a collective voice to influence change in the delivery of services locally and nationally. OHP added Leach Heath Medical Centre as a location to their registration in July 2017.

The practice has four GP partners (three female and one male), three salaried GPs (one male and two female) and a GP registrar (male). The GPs are supported by a team of three practice nurses and one health care assistant. There is a full time practice manager who is supported by a reception manager and a team of administrative staff.

Information published by Public Health England rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Based on data available from Public Health England 91% of the practice population is from a white background. The practice has an above average practice population of patients aged 65 years and over with 17% of the practice population being in this age group compared to the national average of 13%.

The practice doors open between 8.30am and 6pm Monday to Friday. The telephone lines are available from 8am to 6.30pm. Consultation times are 8.40am to 11.30am and 2pm to 5.30pm daily. Extended opening hours are on a Monday evening between 6.30pm and 7.30pm and on a

Thursday morning between 7am and 8am. As part of the hub for extended hours, patients can access appointments at the Royal Orthopaedic Hospital,

Northfield between 6.30pm to 8pm Monday to Friday, 9am to 1pm Saturday and 10am to 2pm Sunday. When the practice is closed, out of hours services are provided by Badger.