

Midlands Medical Partnership - Birmingham North East

Inspection report

Erdington Medical Centre
103 Wood End Road, Erdington
Birmingham
West Midlands
B24 8NT
Tel: <xxxx xxxxx xxxxxx>
www.mmpmedical.com

Date of inspection visit: 08/11/2018
Date of publication: 19/02/2019

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?

Requires improvement 

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 of Midlands Medical Partnership -Birmingham North East (MMP) (also referred to as Erdington Medical Centre in this report) on 8 November 2018 and its 10 branches during the months of November and December 2018 as part of our primary care at scale inspection testing programme.

The practice was previously inspected in October 2016 and was rated Outstanding overall, with Outstanding ratings in Effective and Well-led and Good ratings in Safe, Caring and Responsive.

During our inspection in November and December 2018 we inspected Erdington Medical Centre and the ten associated branches, including any centralised functions.

The branches included in the inspection were:

- All Saints Medical Centre, 2a Vicarage Road, Kings Heath, Birmingham, B14 7RA
- Broadmeadow Health Centre, Keynell Covert, Kings Norton , Birmingham, B30 3QT
- Dudley Park Medical Centre, 28 Dudley Park Road, Acocks Green, Birmingham, B27 6QR
- Eaton Wood Medical Centre, 1128 Tyburn Road, Erdington, Birmingham, B24 0SY
- High Street Surgery, 26 High Street, Erdington, Birmingham, B23 6RN
- Jockey Road Medical Centre, 519 Jockey Rd, Sutton Coldfield B73 5DF
- Kingsmount Medical Centre, 444 Kingstanding Rd, Birmingham B44 9SA
- Mere Green Surgery, 2nd Floor Carlton House, Mere Green Road, Sutton Coldfield, B75 5BS
- Old Priory Medical Centre, The Old Priory Surgery, 319 Vicarage Rd, Birmingham, B14 7NN
- Stratford House Surgery, Stratford House Surgery, 578 Stratford Road, Sparkhill , Birmingham, B11 4AN

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 rated the practice as **requires improvement** for providing safe services because:

- Not all systems and policies the provider had implemented to keep patients and staff safe and protected from harm were effective or well embedded at all branches.

We rated the practice as **good** for providing effective, caring, responsive and well-led services because:

- MMP had developed an effective system to monitor performance at Erdington Medical Centre and the ten associated branches.
- We saw evidence of improved outcomes for patients following audits.
- The practice had developed specific resources for carers including a carers pack. The practice had held a carers event and patients and carers had access to dementia drop in sessions run by the Alzheimer's Society held at one of the branches each month.
- Each branch was aware of its local populations needs and organised and delivered services to meet those needs.
- The provider had implemented extended access on evening and weekends at two hub sites. Initial feedback we viewed from patients and staff was positive about the new service.
- The provider was taking action to improve telephone access and appointment availability.
- The provider was involved in leading on projects to help improve the health of patients accessing services in the Birmingham and Solihull Clinical Commissioning Group (BSOL CCG).

We saw areas of outstanding practice including:

- MMP had developed its own clinical templates. These were based on best practice and ensured all clinical staff were using the latest guidelines and ensured the best outcomes for patients. This included patients with long term conditions.
- The provider had identified their screening rates for bowel screening were low, and worked with Cancer Research UK to combine bowel cancer screening with the flu vaccination program. Data from the provider showed they had increased screening at the time of our inspection.
- The provider used a central target team (CTT) to manage performance and coordinate patient care. The team

Overall summary

worked closely with each branch to identify areas they needed to improve on. We saw that this had resulted in additional clinics, mobilisation of staff and walk in appointments for screening accessible to all patients across the organisation. We saw significant improvements in the numbers of patients attending for childhood immunisations and cervical screening and an increased uptake on long term condition reviews.

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

- The provider should continue to monitor and improve its system for identifying carers, including young carers to further advise and support and to be responsive to individual needs.
- The provider should consider a formal program of clinical supervision for all nursing staff.
- The provider should continue gaining feedback from patients and staff to ensure a consistent experience across all branches and continue to ensure opening and appointment times across all branches including extended access are clear and accessible to patients.
- The provider should continue to review processes for assessing, mitigating and monitoring risk.

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 an inspection manager, six additional CQC inspectors, two practice nurse specialist advisors and five GP specialist advisors.

Background to Midlands Medical Partnership - Birmingham North East

Midlands Medical Partnership - Birmingham North East (MMP) is a partnership of 18 GPs operating from Erdington Medical Centre and ten branches across Birmingham.

The provider has one registration with the CQC and is registered to provide the following regulated activities from its registered address and 10 branch sites:

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

Its registered head office address is Erdington Medical Centre, 103 Wood End Road, Erdington, Birmingham, B24 8NT which we inspected on 8 November 2018 and its 10 practice branch addresses are as follows:

- All Saints Medical Centre, 2a Vicarage Road, Kings Heath, Birmingham, B14 7RA (inspected on 29 November 2018)
- Broadmeadow Health Centre, Keynell Covert, Kings Norton, Birmingham, B30 3QT (inspected on 14 December 2018)
- Dudley Park Medical Centre, 28 Dudley Park Road, Acocks Green, Birmingham, B27 6QR (inspected on 28 November 2018)

- Eaton Wood Medical Centre, 1128 Tyburn Road, Erdington, Birmingham, B24 0SY (inspected on 21 November 2018)
- High Street Surgery, 26 High Street, Erdington, Birmingham, B23 6RN (inspected on 5 December 2018)
- Jockey Road Medical Centre, 519 Jockey Rd, Sutton Coldfield B73 5DF (inspected on 4 December 2018)
- Kingsmount Medical Centre, 444 Kingstanding Rd, Birmingham B44 9SA (inspected on 20 November 2018)
- Mere Green Surgery, 2nd Floor Carlton House, Mere Green Road, Sutton Coldfield, B75 5BS (inspected on 27 November 2018)
- Old Priory Medical Centre, The Old Priory Surgery, 319 Vicarage Rd, Birmingham, B14 7NN (inspected on 13 December 2018)
- Stratford House Surgery, Stratford House Surgery, 578 Stratford Road, Sparkhill, Birmingham, B11 4AN (inspected on 22 November 2018)

Overall, the provider provides care to approximately 70,000 patients. Each branch serves varying population needs, with some of the local demographics being more deprived than others. The service has one registered patient list and patients can access services at any of the

11 branches. The service uses a shared IT system which enables secure access to shared patient record functions. In addition, staff are able to work flexibly across the various branches to support patient demand.

Five of the 18 GP partners make up MMPs executive management board. The management board includes the executive chairman and four executive partners. One of the board partners is registered as the CQC registered manager. Two of the other board partners are Medical Directors. MMP employs a total of 230 clinical and non-clinical staff.

- In addition to the 18 GP partners, the clinical team includes 32 salaried GPs. The practice employed male and female GPs. Appointments with a female GP were available at nine out of the 11 branches. The two branches (Broadmeadow Health Centre and Mere Green Surgery) that did not have a regular female GP were able to offer patients appointments at another MMP branch locally. There are also 30 nurses and healthcare assistants, the service also employed four phlebotomists to work across the branches.
- The service employed one clinical pharmacist to work in their clinical contact hub.
- The day to day management of each site is undertaken by a team leader who is supported by a team of administrative and reception staff, some of which also carry out secretarial and call handling duties.
- There is a management support team of seven staff members who are based at Eaton Wood Medical Centre. The team offers support with IT, administration, business and operations management.

- The management team is made up of six staff members who are based at Eaton Wood Medical Centre. The management team are responsible for managing key areas such as human resources, governance, finance and business operations.

The service offers training and teaching facilities, which means GP trainees and foundation year

doctors can undertake part of their training at the branches.

All the MMP branches offer pre-bookable, same day face to face consultations and telephone consultations with a health care professional. The service also offers home visits to house bound patients on request, a clinician may contact the patient prior to visit to determine the nature of the illness. Individual opening and appointment times are set out in the evidence tables.

Evening and weekend appointments are available at the two MMP led Hub sites as part of the services extended hours service:

- Monday to Friday from 6.30pm to 8pm at Eaton Wood Medical Centre and All Saints Medical Centre.
- Appointments on a Saturday morning between 8.30am and 10.30am can be accessed from All Saints Medical Centre and on a Sunday from Eaton Wood Medical Centre.

When the MMP branches are closed patients are automatically diverted to the GP out of hours service provided by the Badger Out of Hours Group. Patients can also access advice through the NHS 111 service.