

City Health Centre

Inspection report

449 City Road
Birmingham
West Midlands
B17 8LG
Tel: 0345 245 0784
www.cityhealthcentre.org.uk

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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

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 City Health Centre on 19 March 2019 as part of our inspection programme.

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 an effective system to safeguard patients from abuse.
- The practice's uptake for childhood immunisations was generally above local and national averages.
- Feedback from patients in relation to how involved they felt in their care and treatment was generally positive,

results were in line with local and national averages. The practice also demonstrated that they conducted in-house surveys annually that focused on individual areas of patient satisfaction.

- Patient feedback showed patients were mostly satisfied in relation to accessing care and treatment
- Staff we spoke to felt they could approach leaders openly and were aware of structures and systems in place to support good quality care.

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

- Review systems for the identification of carers to enable this group of patients to access the care and support they need.

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 City Health Centre

City Health Centre is situated in the Edgbaston area of Birmingham, within a converted residential property. The practice population is approximately 1800 patients and has a practice population that is in line with local and national averages in terms of age. The National General Practice Profile states that 60% of the practice population is from an Asian, black, mixed or other non-white ethnic group. 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.

The practice provides NHS primary health care services for patients registered with the practice and holds an Primary Medical Service (PMS) contract with the local Clinical Commissioning Group (CCG). City Health Centre is registered with CQC to provide the following regulated activities: treatment of disease, disorder and injury; family planning; maternity and midwifery; diagnostic and screening procedures and surgical procedures.

City Health Centre is led by two partners, one female GP partner and one male non-clinical partner. These

partners are supported by a clinical pharmacist (male), a practice nurse (female) and a health care assistant (female). The business manager (non-clinical partner) is supported by an assistant manager and a team of administration and reception staff.

The practice's opening hours are Mondays, the practice is open from 8.30am until 7pm, Tuesday to Friday 8.30am until 6.30pm. Patients can access extended hours appointments on weekdays between 6.30pm and 8pm and between 8am and 8pm in for weekends at local hubs.

Mondays appointment times are 9.30am until 7pm and from 9.30am until 12noon and then from 3pm until 6.30pm on Tuesdays to Fridays, except Thursdays when there are no appointments after 12noon. Patients can access the practice on Thursday afternoons but no appointments are booked. The practice telephone lines are open throughout the practice opening times.

The practice telephone lines are open throughout the practice opening times. When the practice is closed the practice's out of hours service is provided by Birmingham and District General Emergency Rooms (BADGER).