

Kirpal Medical Practice

Inspection report

Soho Road Health Centre
247-251 Soho Road, Handsworth
Birmingham
West Midlands
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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 effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focussed inspection at Kirpal Medical Practice 4 September 2019.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective caring, responsive and Well-led.

Because of the assurance received from our annual review we carried forward the ratings for the following key questions: safe.

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:

- 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 practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- 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:**

- Ensure response to all complaints include details of the ombudsman.
- Continue to engage with patients to improve achievement for childhood vaccinations.
- Continue to identify ways to increase the uptake of cervical screening.
- Consider an audit plan to demonstrate quality improvement in a range of clinical areas.

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	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.

Background to Kirpal Medical Practice

Kirpal Medical Practice is registered with the Care Quality Commission (CQC) as a two GP partnership. The practice is located in Handsworth, a suburb of Birmingham with an above average number of people from ethnic minorities that includes Indian, West Indian and Eastern European communities. The practice has good transport links for patients travelling by public transport and parking facilities are available for patients travelling by car. The practice is situated within a single storey building containing six consulting/treatment rooms. There is level access to the building and doors to the building are automated. All areas within the practice are accessible by patients who use a wheelchair or parents with a pushchair.

Kirpal Medical Practice is registered with CQC to provide four regulated activities associated with primary medical services, which are; treatment of disease, disorder and injury, maternity and midwifery, diagnostic and screening procedures and surgical procedures.

The practice team consists of two GP partners (both male) and one non-clinical partner. The GP partners are supported by four regular locum GPs, one practice nurse (four days per week), and two healthcare assistants (four and three days per week). Clinical staff are supported by a practice manager, a medical secretary, a senior receptionist, a practice administrator and four administration/reception staff.

The practice is open every week day between 8am and 6.30pm. Appointments are available from 9am to 12.30 pm and from 3pm to 5.30pm in the afternoon. The practice offers extended access Monday to Friday through hub opening arrangements. On Fridays the extended access is based at this location. The practice does not provide an out-of-hours service to its patients but has alternative arrangements for patients to be seen when the practice is closed.

The practice has a General Medical Services contract to provide medical services to approximately 4,900 patients. It provides Directed Enhanced Services, such as the childhood immunisations, minor surgery (joint injections only) and asthma and diabetic reviews. The practice has a lower proportion of patients aged over 65 (10.5% compared to the England average of 17.1%) and a higher proportion of patients aged 18 and under when compared to the practice average across England (24% compared to the England average of 21%). The percentage of children affected by income deprivation is 32%, significantly higher than the national average of 20%. The level of income deprivation affecting older people is 41%, significantly higher than the national average of 16%.