

CQC PMS Inspections

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161  
Fax: 03000 616171

**www.cqc.org.uk**

Your account number: 1-584619226

Our reference: INS2-5285108052

|  |  |
| --- | --- |
| Timothy Chetty  The Acocks Green Medical Centre  999 Warwick Road  Acocks Green  Birmingham  West Midlands  B27 6QJ | |
| 11 July 2018 |  | |

**Care Quality Commission**

**Health and Social Care Act 2008**

**Inspection report**

Location name: The Acocks Green Medical Centre

Location ID: 1-584619226

Dear Dr Chetty

Please find enclosed a copy of our final report following our recent inspection of The Acocks Green Medical Centre. Please make this report readily available for people who use the service.

We have reviewed your comments relating to factual accuracies in the draft report and evidence tables have made changes to the enclosed report. Please see the following Factual Accuracy Comments for details and our reasons for this.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Section A: Typographical / numerical errors in the report / evidence tables** | | | | | | | | | |
| **Page No** | | **Key Question**  *(e.g. Safe)*  or **Evidence Table Section** | | **Please set out any typographical or numerical errors**  *E.g. Operations Director not Operations Manager*  *If the same error occurs more than once, it is sufficient to identify the first occasion, adding “(throughout the report)”.* | | **CQC decision**  ✓or X or Partial | | **CQC response** | |
| *Please use a* ***separate row for each separate error*** *you identify in the report text or evidence table by inserting extra rows if needed (click on ‘table tools/layout’ icon at the top of the page and then ‘insert below’ icon). Please clearly state the page number, key question (where applicable), evidence table section (where applicable), the error and how you think this should be revised.* | | | | | | | | | |
| 4 | | Any additional evidence | | “The practice planned to open the practice for face to face GP appointments on Wednesday afternoons from October 2018”– We have been opening since October 2017. The email that was sent by Vicky Bromage in reference to our evidence was a typing error and read 2018 not 2017 as is the date we commenced this. | |  | | We have reviewed the practice comments and agree to change the wording in the evidence table from:  “The practice planned to commence opening the practice on Wednesday afternoons from October 2018 to allow face-to-face GP access”  To  “The practice commenced opening on Wednesday afternoons from October 2017 to allow face-to-face GP access”. | |
| 4 | | Listening and learning form complaints received | | Number of complaints you examined that were satisfactorily handled in a timely manner (NONE) - Evidence provided that 4 complaints were handled satisfactorily. | | X | | The practice comments have been taken into consideration. Whilst we accept that, the practice provided evidence following our inspection which showed complaints were handled in a timely manner; the evidence table demonstrates that these were not examined on the day.  The wording in the evidence table reflects our inspection finding as well as evidence provided following our inspection. For example, under the heading listening and learning from concerns and complaints  In the Responsive domain on the report we note the following:  During our inspection, we were unable to examine complaints as staff we spoke with explained that the practice may have received one written complaint in the last 12 months; however, were unable to locate the incident log or access paperwork to evidence where learning had been shared within the practice. We were told that the practice were in the process of uploading a number of documents onto a web-based sharing and compliance platform. Following our inspection, the practice provided evidence, which showed four complaints received and satisfactorily handled in the last 12 months. | |
| **Section B: Challenges to the accuracy of the existing evidence in the report / evidence tables** | | | | | | | | | |
| **Page No** | | **Key Question**  *(e.g. Safe)*  or **Evidence Table Section** | | **Please set out any other challenges to the accuracy of the evidence in the draft report (providing evidence demonstrating the inaccuracy) and describe any impact on the rating(s).** *Challenges to the interpretation of evidence/importance attributed to the evidence should be included here.* | | **CQC decision**  ✓or X or Partial | | **CQC response**  *If you agree to make amendments you must confirm any impact on breaches or the rating.*  *If you choose not to make any amendments you must provide a rationale.* | |
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| 1 | | Practice opening times | | The practice is open on a Wednesday from 07.00-08.15, 09.00-13.00 & 14.00-18.00. This was implemented in October 2017 in line with our extended hour’s contract. | |  | | We have reviewed the practice comments regarding the opening times and agree to change the wording in the report and evidence table from:  “The practice is open between 9am and 6pm Mondays to Fridays; except on Wednesdays when the practice is open between 7am and 1pm”.  To  “The practice is open between 9am and 6pm Mondays to Fridays; except on Wednesdays when the practice is open between 7am and 6pm”.  And from:  “GP consulting hours are available from 9am to 1pm and 2pm to 6pm Mondays to Fridays, except Wednesdays when GP consulting hours are available from 7.15am to 8.15am and 9am to 1pm”.  To  “GP consulting hours are available from 9am to 1pm and 2pm to 6pm Mondays to Fridays, except Wednesdays when GP consulting hours are available from 7.15am to 8.15am, 9am to 1pm and 2pm to 6pm”. | |

Your inspection report sets out the ratings for your service. Our ratings are based on a combination of what we find at inspection, what people tell us, our CQC Insight data, as well information you and other local organisations have provided.

We have developed characteristics to describe what outstanding, good, requires improvement and inadequate looks like for each of the five key questions and the relevant population groups.

Ratings have been awarded on a four-point scale; ‘Outstanding’, ‘Good’; ‘Requires Improvement’, or ‘Inadequate’.

The table below shows the ratings your location has been awarded:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Safe** | **Effective** | **Caring** | **Responsive** | **Well-led** |  | **Overall population group** |
| **Older people** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** |  | **Not Rated** |
| **People with long term conditions** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** |  | **Not Rated** |
| **Families, children and young people** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** |  | **Not Rated** |
| **Working age people and the recently retired** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** |  | **Not Rated** |
| **People in vulnerable circumstances** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** |  | **Not Rated** |
| **People experiencing poor mental health** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** |  | **Not Rated** |
|  |  |  |  |  |  |  |  |
| **Overall Key Question** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** | **Not Rated** |  |  |
| **Overall location** | **Not Rated** | |  |  |  |  |  |

A request for a review of ratings can only be made on the grounds that we have not followed our published process. If you think that we have not followed this process you can request a review. To do so you must first tell us within 5 working days of the publication of your report(s) that you intend to request a review by submitting this online form: <http://webdataforms.cqc.org.uk/Checkbox/IntentionRequestReviewRating.aspx>

You will then be provided with instructions on how to submit your full request for review.

In this application you must say in what way we have not followed the published process, and which ratings you think have been affected. You can only request a review of ratings once after an inspection, so please ensure that you include all of the relevant ratings in your request. Please note that requests for reviews of ratings can lead to ratings being changed ‘downwards’ as well as ‘upwards’ or remaining the same.

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You must also display your CQC rating 'conspicuously' and 'legibly' in each and every premises where a regulated activity is being delivered, in your main place of business and on your website(s) if you have any, where people will be sure to see it. This is a legal requirement. For further guidance on how to display your CQC rating, please click on this link:

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Write to: CQC PMS Inspections

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Yours sincerely

Steven Paisley

CQC Inspector

Enclosed:

* Final report



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| Tapan Sen-Gupta  The Acocks Green Medical Centre  999 Warwick Road  Acocks Green  Birmingham  West Midlands  B27 6QJ | |
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Write to: CQC PMS Inspections

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Yours sincerely

Steven Paisley

CQC Inspector

Enclosed:

* Final report