

# Dr Bharathi Chowdary Chaparala

## Inspection report

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Date of inspection visit: 17 July 2019  
Date of publication: 29/08/2019

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 effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Effective
- Caring
- Responsive
- Well-led

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.**

We rated the practice as good for providing effective caring, responsive and well-led services. We have also rated all population groups as good except for people with long term conditions because:

- Patients received effective care and treatment that met their needs. However, we saw high exception reporting for some long-term conditions.
- Leaders were visible, empowered their staff and were aware of areas that required further improvement.
- Feedback from the GP patient survey showed low patient satisfaction some of the areas including the quality of consultations with a clinician; availability and satisfaction to appointment types. The practice had reflected on the results and had developed action plans to achieve improvement.

We saw some areas of outstanding practice including:

- The practice had set up language specific patient participation groups (PPGs). This included a Polish, Punjabi and Romanian group. This initiative allowed these patients to have involvement in the development of the practice. The practice had recently employed a Romanian speaking reception staff following feedback from the Romanian speaking PPG.
- The practice had developed a partnership to work closely with a local pharmacy and had held a pre-diabetes event to educate relevant patients. It had planned to hold further events on a monthly basis. It had planned to hold other awareness events.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to explore ways to reduce exception reporting for some long-term conditions as well as in other areas such as mental health.
- Continue to explore ways to improve cancer screening uptake including bowel screening.
- Continue to monitor the national patient survey results in view to improving patient satisfaction.

## **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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to Dr Bharathi Chowdary Chaparala

Dr Bharathi Chowdary Chaparala also known as Holyhead Primary Healthcare Centre provides general medical services to a population of approximately 8800 patients in Handsworth, Birmingham. Approximately 80% of the patient list size is made up of Black Minority Ethnic (BME) population and a significant amount did not speak English as their main language. The practice provides NHS services through a General Medical Services (GMS) contract and is part of the Sandwell and West Birmingham Clinical Commissioning Group (CCG).

The practice has expanded its contractual obligations to provide enhanced services to patients. An enhanced service is above the contractual requirement of the practice and is commissioned to improve the range of services available to patients.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice's clinical team is led by the provider (principal GP, female), two long term locum GPs (male, female), two pharmacist prescribers (male), a nurse

prescriber (female) and a practice nurse (female). There are two healthcare assistants who also make up the team. The administration team consists of a practice manager and three reception staff.

The practice is open Monday, Tuesday and Friday from 8am to 8pm. On Tuesday and Wednesday, it is open from 8am to 7pm. Standard appointments are 10 minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Patients who have previously registered to do so may book appointments online. The provider can carry out home visits for patients whose health condition prevents them attending the surgery.

In addition to the extended hours operated by the practice the CCG has commissioned an extended hours service, which operates between 6.30pm and 8pm on weeknights and from 8am to 8pm at weekends at "Hub" locations across the borough. Patients may book appointments with the service by contacting the practice or the Hubs themselves. Saturday and Sunday opening were available from 9am to 12.30pm.

The practice has opted out of providing an out-of-hours service. However, the provider is available outside usual surgery hours, with the practice's phone line being routed

to an answering service, which will pass on messages. Otherwise, patients calling the practice when it is closed relate to the local out-of-hours service provider via NHS 111.

The patient profile for the practice has an above-average working age population, between the ages of 15 and 44

years and fewer than average older patients, aged over-65. The locality is rated as 1 in the index of multiple deprivation with 1 being the most deprived to 10 being the least.