

Malling Health @ Foleshill

Quality Report

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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 service

Good



Are services caring?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Malling Health @ Foleshill on 10 January 2017. As a result of our inspection the practice was rated as good overall but required improvement for providing caring services. The full comprehensive report on the January 2017 inspection can be found by selecting the 'all reports' link for Malling Health @ Foleshill on our website at www.cqc.org.uk.

This inspection was a desk-based focused inspection carried out on 7 November 2017 to confirm that the practice had carried out their plan to meet the improvements that we identified at our previous inspection on 10 January 2017. This report covers our findings in relation to those improvements.

Overall the practice is rated as good.

Our key findings were as follows:

- The practice had continued with their recruitment of clinical staff programme and had successfully recruited an additional practice nurse and a salaried GP (40 hours) who was due to commence at the practice on 20 November 2017.
- Action had been taken in response to patient feedback from the National GP Patient Surveys. This included: practice surveys to obtain patients views on their experiences of the services received; patients' access

to appointments, telephone and translation service availability had been kept under review; the installation of additional telephone lines to ease telephone access; and clinical hours had been increased (by 10 hours) to improve consultation time. The practice had achieved a score of 69% for telephone access which compared with the local and national averages of 71%. This was an improvement on the previous years' score of 46%.

- Data from the National GP Patient Survey published July 2017 showed that improvements had been achieved in how patients rated the practice for several aspects of care. Results were generally above or in line with the local and national averages. For example, 87% of patients said the GP gave them enough time, compared to the Clinical Commissioning Group (CCG) average of 85% and the national average of 86%; and 89% of patients said the last GP they saw or spoke to was good at involving them in decisions about their care, compared to the CCG average of 80% and the national average of 82%.
- The practice had been more proactive with identifying carers and as a result had seen increases in the number of patients with caring responsibilities on their register. There were now 45 carers (previously 20) on the register who could receive support and advice from the practice. This represented 1.4% of the patient population.

Summary of findings

- The chaperone procedures for all staff had been reviewed and updated.
- Details on how to complain and the full address of the Parliamentary and Health Service Ombudsman (PHSO) had been added to the practice leaflet so that patients would know who they could contact if needed.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services caring?

The practice is now rated as good for providing caring services.

- The National GP Patient Survey published July 2017 showed that improvements had been made to areas of patient satisfaction with the services they received
- The practice had increased the number of patients with caring responsibilities on their carers register. There were now 45 carers (previously 20) on the register who could receive support and advice from the practice. This represented 1.4% of the patient population.

Good



Malling Health @ Foleshill

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC Lead Inspector.

Background to Malling Health @ Foleshill

Malling Health @ Foleshill is located on the outskirts of Coventry. The practice is part of the Integrated Medical Holdings (IMH) Ltd. the parent organisation. Clinical staff and the practice manager work across two sites. The practice is based in a purpose built porta cabin, which is managed by NHS Properties Ltd. The practice is situated in an area of higher than average deprivation.

The practice has three salaried GPs (two male and one female), with two practice nurses and one health care assistant (HCA). Members of clinical staff are supported by a practice manager and a team of reception and administrative staff.

The practice is open from 8am to 6.30pm Monday through to Friday. Pre-bookable appointments can be booked up to six weeks in advance and urgent appointments are available between 8am and 10.30am. Extended hours appointments are available Mondays to Fridays between 6.30pm and 9.30pm and on Saturdays from 9am till 12.30pm at a choice of four locations, delivered by the local GP Alliance. Out of hours care is provided by the City of Coventry Out of Hours Service, which is accessed by calling the NHS 111 service.

The practice has an Alternative Primary Medical Services (APMS) contract. The APMS contract is the contract

between general practices and NHS England for delivering primary care services to local communities. The practice is part of the Coventry and Rugby Clinical Commissioning Group (CCG). At the time of our inspection 3251 patients were registered.

Why we carried out this inspection

We undertook a comprehensive inspection of Malling Health @ Foleshill on 10 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall, with requires improvement in the provision of services that were safe. The full comprehensive report following the inspection in January 2017 can be found by selecting the 'all reports' link for Malling Health @ Foleshill on our website at www.cqc.org.uk.

We undertook a follow up desk based review of Malling Health @ Foleshill on 7 November 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice had made improvements.

How we carried out this inspection

We carried out a desk-based focused inspection of Malling Health @ Foleshill on 7 November 2017. This involved reviewing evidence that the practice submitted to us to confirm the action they had taken to make the improvements that we identified in our previous inspection on 10 January 2017.

Are services caring?

Our findings

At our previous inspection on 10 January 2017 we rated the practice as requires improvement for providing caring services as improvements were recommended to the following areas:

- Continue to look at ways to improve patient satisfaction rates.
- Proactively identify carers so that they could receive support and advice from the practice was advised.

These arrangements had significantly improved when we undertook a follow up desk based review on 7 November 2017. The practice is now rated as good for providing caring services.

Kindness, dignity, respect and compassion

Results from the National GP Patient Survey published July 2017 showed patients felt they were treated with compassion, dignity and respect. Improvements had been made on the previous years' results and showed that the practice was in line with or above average in most areas for its satisfaction scores on consultations with GPs and nurses. For example:

- 89% of patients said the last GP they saw or spoke to was good at involving them in decisions about their care, compared to the Clinical Commissioning Group (CCG) average of 80% and the national average of 82%. This was an increase of 16% on the previous year.
- 82% of patients said the last GP they spoke to was good at treating them with care and concern which was slightly lower than the CCG average of 84% and the national average of 86%.
- 87% of patients said the GP gave them enough time compared to the CCG average of 85% and the national average of 86%. This was an increase of 6% on the previous year.
- 92% of patients said the GP was good at listening to them compared to the CCG average of 87% and the national average of 89%.
- 90% of patients said the last nurse they saw or spoke to was good at involving them in decisions about their care compared to the CCG and the national average of 85%. This was an increase of 28% on the previous year.

- 100% of patients said the last nurse they saw or spoke to was good at giving them enough time compared to the CCG average of 90% and the national average of 92%. This was an increase of 27% on the previous year.
- 84% of patients said they found the receptionists at the practice helpful compared to the CCG average of 85% and the national average of 87%.

Survey results in relation to access to appointments had shown some improvement although results were lower than local and national average. For example:

- 67% of patients were able to get an appointment to see or speak to someone the last time they tried, compared to the CCG average of 83% and the national average of 84%. Although this result was lower than average, this was an increase of 16% on the previous year.

The practice had taken action to address areas where they were rated lower than average in the National GP Patient Survey results. This included:

- Carrying out practice patient surveys, the first of which had been done in August 2017. Further surveys were scheduled to be carried out six monthly intervals. The results of the August survey were displayed in the waiting room and included an analysis of the results and feedback comments from patients. The patient survey was due to be discussed in the scheduled Patient Participation Group (PPG) meeting in December 2017.
- Increased GP appointments by providing 10 additional hours consultation time.
- Two staff had been allocated to answer calls from the two incoming telephone lines.
- Extended hours appointments were available Mondays to Fridays between 6.30pm and 9.30pm and on Saturdays from 9am till 12.30pm at a choice of four locations, delivered by the local GP Alliance.

Care planning and involvement in decisions about care and treatment

Results from the National GP Patient Survey 2017 showed patients responded positively to questions about their involvement in planning and making decisions about their care and treatment. Results were more in line with local and national responses than in the previous year. For example:

Are services caring?

- 88% of patients said the last GP they saw was good at explaining tests and treatments compared to the local average of 85% and the national average of 86%. This was an increase of 5% on the previous years' results.
- 89% of patients said the last GP they saw was good at involving them in decisions about their care compared to the local average of 85% and the national average of 82%. This was an increase of 16% on the previous years' results.
- 90% of patients said the last nurse they saw was good at involving them in decisions about their care compared to the CCG average of 90% and the national average of 91%. This was an increase of 27% on the previous years' results.
- 84% of patients said the last nurse they saw was good at explaining tests and treatments compared to the local average of 89% and the national average of 90%. This was an increase of 18% on the previous years' results.

Patient and carer support to cope emotionally with care and treatment

Patient information leaflets and notices were available in the patient waiting area which told patients how to access a number of support groups and organisations. Information about support groups was also available on the practice website.

The practice provided evidence to show that the number of patients with caring responsibilities on their carers register had increased since the last inspection. There were now 45 carers (previously 20) on the register who could receive support and advice from the practice. This represented 1.4% of the patient population. Support sessions provided by external agencies at the practice, such as the Carerstrust were advertised in the waiting area. These sessions were provided on the first Monday of each month from 9am till 1pm, for free confidential advice, information and support to patients.