

The Gateway Medical Practice

Inspection report

Fleet Health Centre
Vale Road, Northfleet
Gravesend

Kent

DA11 8BZ

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www.thegatewaymedicalpractice.co.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 responsive?

Good



Overall summary

This practice is rated as Good overall. (Previous inspection 15 March 2018 – rated Good overall)

The practice was last inspected on 15 March 2018 and the key questions were rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Requires Improvement.

Are services well-led? - Good

We carried out an announced focused inspection at The Gateway Medical Practice on 2 November 2018. We followed up on areas identified as for improvement during our previous inspection on 15 March 2018, when the practice was given a should to continue to improve patient access to appointments.

At this inspection we found:

- The appointment system was easy to use, however data from the GP patient survey indicated that the respondents were not always able to access the practice easily to make an appointment. This data was from January to March 2018 and was completed by 1.5% of the registered patient list.
- An action plan had been established and completed by the practice to address the findings of the GP patient survey.
- Additional staff members had been employed to increase appointment availability.
- Early morning and late evening appointments had increased.
- Administrative tasks had been moved to a back-office team, to allow reception staff to focus on speaking with patients.
- A new system to analyse and act on patient feedback on a monthly basis had been introduced and a patient survey was scheduled to be carried out by the patient participation group in January 2019.

The areas where the provider should make improvements are:

- Continue to develop and embed the actions taken to improve patient access to appointments.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector.

Background to The Gateway Medical Practice

The Gateway Medical Practice provides primary medical services Monday to Friday from 8am to 6:30pm, with extended opening hours on Monday morning from 7.30am, Tuesday morning from 7.30am and Tuesday evening until 8pm for patients in Northfleet, Kent and the surrounding areas. The practice provides a service for approximately 6600 patients in the locality and is situated in one of the most deprived areas in North Kent. The practice is situated in a large purpose-built health centre and is next door to a seven day GP walk in service.

Patients requiring a GP outside of normal working hours are advised to contact the GP Out of Hours service provided by Integrated Care 24.

Routine health care and clinical services are offered at the practice, led and provided by the GPs and the nursing team. There are a range of patient population groups that use the practice.

The practice has two partner GPs (one male and one female). The GPs are supported by an assistant practice manager, a practice management support team, an advanced nurse practitioner, a locum advanced nurse practitioner, two registered nurses, a clinical pharmacist, a health care assistant, and an administrative team. The practice has a physiotherapist service based at the practice which is available for both NHS and private referrals. It also hosts an ultrasound scanning service and an eye clinic.

The practice offers clinics for immunisations, diabetes and cervical screening. Services offered include, phlebotomy for adults, minor surgery, anti-coagulation, ambulatory ECG and blood pressure monitoring and family planning procedures.

Services are delivered from; The Gateway Medical Practice, Fleet Health Centre, Vale Road, Northfleet, Gravesend, Kent, DA11 8BA.

The practice is registered with the Care Quality Commission to provide the following regulated activities;

Diagnostics and screening

Family planning

Surgical procedures

Treatment of Disease, disorder and injury

Maternity and midwifery.

Are services responsive to people's needs?

Timely access to care and treatment

Patients were able to access care and treatment from the practice within an acceptable timescale for their needs.

- The appointment system was easy to use, however data from the GP patient survey indicated that patients were not always able to access the practice easily to make an appointment. This data was from January to March 2018 and was completed by 1.5% of the registered patient list.

Results from the GP patient survey (01/01/2018 to 31/03/2018) indicated that patients' satisfaction with how they could access care and treatment was below local and national averages. However, the practice had compiled and completed an action plan in relation to these results and had spent the interim period working on making improvements.

- 34% of respondents to the GP patient survey were very satisfied or fairly satisfied with their GP practice appointment times compared with the clinical commissioning group (CCG) average of 59% and the national average of 66%. This was marked as a negative variation according to CQC data.
- 15% of respondents to the GP patient survey who responded positively to how easy it was to get through to someone at their GP practice on the phone compared with the clinical commissioning group (CCG) average of 59% and the national average of 70%. This was marked as a significant negative variation according to CQC data.
- 26% of respondents to the GP patient survey who responded positively to the overall experience of making an appointment compared with the clinical commissioning group (CCG) average of 60% and the national average of 69%. This was marked as a significant negative variation according to CQC data.
- 50% of respondents to the GP patient survey who were satisfied with the type of appointment (or appointments) they were offered compared with the clinical commissioning group (CCG) average of 69% and the national average of 74%. This was marked as a negative variation according to CQC data.
- The practice were clearly aware of these results and had taken a proactive approach to make improvements in consultation with their staff team, by compiling and working through an action plan which included: increased staffing levels, increased appointments and additional appointment times, the removal of administrative tasks from front facing reception staff and a monthly survey of patient feedback, with actions taken to improve.
- Figures requested, demonstrated that there had been a large increase in the availability of appointments. For example, in September 2018 there were 1523 GP and ANP appointments available and 374 nurses' appointments. In October 2018, there were 2259 GP and ANP and 686 nurses' appointments. At the end of September there were eight appointments not booked and at the end of October there were 98. On the day of the inspection, the practice had a number of appointments left over which had not been booked.

Please refer to the evidence tables for further information.