

# Queens Park Surgery

## Quality Report

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Billericay

Essex

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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 Queens Park Surgery on 10 April 2017. The overall rating for the practice was good. Safe, effective, responsive and well-led were rated as good and caring was rated requires improvement. The full comprehensive report on the April 2017 inspection can be found by selecting the 'all reports' link for Queens Park Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a focused desk-based inspection carried out on 11 October 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 10 April 2017. This report covers our findings in relation to those requirements and also additional improvements identified since our last inspection.

Overall, the practice remains rated as good and caring is now rated as good.

Our key findings across all the areas we inspected were as follows:

- The practice had allocated resources and called relevant patients to attend for their annual learning disabilities check.
- Syringes to administer paediatric (child) doses were now available in the anaphylactic kit.
- The practice had identified 35 patients as carers. This amounted to 0.7% of the practice list.
- Staff had received information about what to do in the event that fridge temperatures exceeded minimum and maximum limits and as to the location of the oxygen.
- Feedback in relation to consultations with the nurse was now in line with CCG and national averages.

The practice should:

- Continue to identify and support patients who are carers.

### 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 rated as good for providing caring services.

- The practice had identified 35 patients as carers. This amounted to 0.7% of the practice list.
- Feedback in relation to consultations with the nurse was now in line with CCG and national averages.
- The practice had allocated resources and called relevant patients to attend for their annual learning disabilities check.

**Good**



# Summary of findings

## Areas for improvement

### Action the service **SHOULD** take to improve

- Continue to identify and support patients who are carers.

# Queens Park Surgery

## Detailed findings

### Our inspection team

**Our inspection team was led by:**

a lead CQC inspector.

## Background to Queens Park Surgery

Queens Park Surgery is located in Billericay, Essex and provides GP services to approximately 5,200 patients. New patients are registered from Billericay, Great Burstead, Little Burstead, Ramsden Heath and Ramsden Bellhouse.

Queens Park Surgery is governed by an individual provider, who is a male GP. There is one female salaried GP working at the practice, two part-time long-term locums and two part-time nurses.

A number of part time administrative and secretarial staff supports the practice manager, who works 30 hours a week.

The practice is open from 8am until 6.30pm from Monday to Friday. Appointments are from 9am until 12.30pm on a Monday and Thursday, 9.30am until 12.50pm on a Tuesday, 8.30am until 12.10pm on a Wednesday and 9.00am until 12.50pm on a Friday. Afternoon surgery is from 3.10pm until 6.00pm on a Monday and Thursday, 3.40pm until 6.30pm on a Tuesday, 3pm until 6pm on a Wednesday and 1.30pm until 6.00pm on a Friday. On a Tuesday evening, pre-booked patients can be seen from 6.30pm until 7.30pm. Outside of the hours, patients can book appointments with a GP or nurse through reception at the local hub. The hub is open from 6.30pm until 8pm on weekdays and from 8am until 6pm on a Saturday and Sunday.

The reception telephone line is closed daily from 12.30 until 2pm, at which time patients with urgent queries are directed to use an alternative telephone number at the practice.

## Why we carried out this inspection

We inspected this service as a focused follow up inspection to check the provider has made improvements to the legal requirements and regulations associated with the Health and Social Care Act 2008.

## How we carried out this inspection

After our last inspection, we asked the provider to submit to us an action plan telling us how they were going to improve services at the practice. We carried out a focused desk based inspection on 11 October 2017. During our inspection we:

- Reviewed documents which included the GP patient survey, meeting minutes and training certificates.

We revisited the following questions:

- Is it caring?

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services caring?

## Our findings

### What we found at our inspection of 10 April 2017

At our previous inspection of 10 April the practice were rated as requires improvement for providing caring services. We found that only 23 patients had been identified as carers, being 0.4% of the practices' list. This was lower than we would expect to see.

Further, although the GP and practice nurse had attended learning disability awareness training, they were yet to complete any health checks for patients with a learning disability.

The national GP patient survey results available to us on that inspection had been published in July 2016. We found that feedback in relation in interactions with the nurse was below average.

### What we found at our inspection of 11 October 2017

#### Kindness, dignity, respect and compassion

Since our earlier inspection, the practice had made changes to the nursing team. The practice told us that patient feedback in response to these changes had been positive. Feedback in the GP survey in relation to the care provided by the nurse was now in line with CCG and national averages.

The national GP patient survey was published in July 2017. 288 surveys were sent to patients and 125 were completed and returned. This represented a completion rate of 43%. Results in relation to care provided by the nurse were as follows:

- 84% patients said that the nurse was good at listening to them compared to the CCG average of 90% and national average of 91%. This was an improvement from the 2016 result of 78%.
- 83% of patients said that the last nurse they saw or spoke to was good at treating them with care and concern compared to the CCG average of 89% and national average of 91%. This was an improvement from the 2016 result of 80%.

#### Care planning and involvement in decisions about care and treatment

At our previous inspection, we found that feedback in relation to involvement with the GPs was in line with CCG and national averages although responses in relation to the nurse were lower. There had been improvements in some, although not all areas. Feedback was, however in line with averages:

- 78% 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 average of 82% and national average of 85%. This was an improvement from the 2016 result of 72%.
- 80% of patients said that the last nurse they saw or spoke to was good at explaining tests and treatments compared to the CCG average of 88% and national average of 90%. Whilst this was in line with averages, this did not evidence improvement when compared to the 2016 result of 84%.

The practice told us they anticipated that the next GP survey would reflect continued improvement as changes to the nursing team were embedded.

#### Patient and carer support to cope emotionally with care and treatment

Since our last inspection, the amount of patients who had been identified as carers had increased. The practice had now identified 35 patients who also had a role as a carer. This amounted to 0.7% of the practice population. The practice had identified a carers' champion and had advised administrative staff to ensure that patients who were carers were appropriately coded on computer systems.

At our previous inspection, we found that the practice had not carried out any checks for patients with learning disabilities. Since that inspection, the practice had signed up to the Learning Disabilities Enhanced Service which required them to offer an annual health check to relevant patients by the end of March 2018. We saw evidence to confirm that all patients with learning disabilities had been invited to attend a health check. These appointments had been booked to take place in November 2017.