

Torridon Road Medical Practice

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 inspection of Torridon Road Medical Practice on 11 February 2016. A follow up inspection was undertaken on 8 November 2016. After the two inspections, the overall rating for the practice was good, although the caring domain was rated as requires improvement. The inspections identified the practice must undertake the following:

- The practice must ensure that it addresses feedback from patients in relation to accessing appointments and how caring clinicians are during appointments.

The full comprehensive report of the 11 February 2016 inspection and the follow up report of the 8 November 2016 inspection can be found by selecting the 'all reports' link Torridon Road Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 4 July 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 inspections on 11 February and 8 November 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- The practice had formally met with relevant staff to address the issues identified in patient feedback, and had undertaken monthly patient feedback of patients to ensure that they were satisfied with the actions that had been taken

Results from the national GP patient survey for 2016/17 showed that patient satisfaction levels were similar to the national average.

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 reflected on patient feedback and had taken actions to improve patient services, and monitor the effectiveness of any changes made.
- Results from the national GP patient survey for 2016/17 showed that patient satisfaction levels were similar to the national average.

Good



Torridon Road Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based focussed inspection was carried out by a CQC inspector.

Background to Torridon Road Medical Practice

Torridon Road Medical Centre is based in the London Borough of Lewisham. The practice has two partners (one male and one female who work full time at the practice and manage the site. The practice comprises a converted house with a significant annex area. The address of the practice is 80 Torridon Road, London, SE6 1RB.

The practice is based in an area of mixed demographics, with some areas of high deprivation. There is a high level of ethnic diversity among the practice population and there are a significant number of patients for whom English is not their first language.

The practice has a list size of approximately 10,500. The practice employs one salaried GP. Further cover was being provided by 1.5 whole time equivalent long term locums. There were also two practice nurses, one who was employed by the practice and one who was a long term locum. Both nurses worked part time. There was a practice manager and an administrative team who combined reception and administrative roles.

The practice is contracted to provide Personal Medical Services (PMS) and is registered with the CQC for the

following regulated activities: treatment of disease, disorder or injury, maternity and midwifery services, family planning, surgical procedures, and diagnostic and screening procedures at one location.

The practice is open between 8:00am and 8:00pm Monday to Friday. Appointments are from 8:00am to 8:00pm daily.

Why we carried out this inspection

We undertook a comprehensive inspection of Torridon Road Medical Practice on 11 February 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We carried out a follow up inspection on 8 November 2016. Following the two inspections the practice was rated as requires improvement in the caring domain. Both previous reports can be found by selecting the 'all reports' link for Torridon Road Medical Practice on our website at www.cqc.org.uk.

We undertook a desk based follow up inspection of Torridon Road Medical Practice on 4 July 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 was now meeting legal requirements.

Detailed findings

How we carried out this inspection

We carried out a desk-based focused inspection of Torridon Road Medical Practice on 4 July 2017. This involved reviewing evidence that the practice had taken action to address feedback from patients.

Are services caring?

Our findings

At our previous inspection on 8 November 2016, we rated the practice as requires improvement for providing safe services for the following reasons:

- The practice had scored below the national average in several domains in the national patient survey, and the practice had not undertaken actions to address this.

Kindness, dignity, respect and compassion

Results from the national GP patient survey for 2016/17 which was undertaken following the last inspection showed patients felt they were treated with compassion, dignity and respect. Patient feedback relating to the practice had improved in the last year. The practice was similar to the national average for its satisfaction scores on consultations with GPs and nurses. For example:

- 82% of patients said the GP was good at listening to them compared with the clinical commissioning group (CCG) average of 88% and the national average of 89%.
- 81% of patients said the GP gave them enough time compared to the CCG average of 84% and the national average of 86%.
- 93% of patients said they had confidence and trust in the last GP they saw compared to the CCG average of 95% and the national average of 95%
- 81% of patients said the last GP they spoke to was good at treating them with care and concern compared to the national average of 86%.
- 87% of patients said the nurse was good at listening to them compared with the clinical commissioning group (CCG) average of 87% and the national average of 91%.
- 86% of patients said the nurse gave them enough time compared with the CCG average of 88% and the national average of 92%
- 96% of patients said they had confidence and trust in the last nurse they saw compared with the CCG average of 96% and the national average of 97%.
- 86% of patients said the last nurse they spoke to was good at treating them with care and concern compared to the national average of 91%.

- 86% of patients said they found the receptionists at the practice helpful compared with the CCG average of 86% and the national average of 87%.

Care planning and involvement in decisions about care and treatment

Results from the national GP patient survey showed patients responded positively to questions about their involvement in planning and making decisions about their care and treatment. Patient feedback relating to the practice had improved in the last year. Results were in line with local and national averages. For example:

- 78% of patients said the last GP they saw was good at explaining tests and treatments compared with the CCG average of 84% and the national average of 86%.
- 73% of patients said the last GP they saw was good at involving them in decisions about their care compared to the national average of 82%.
- 82% of patients said the last nurse they saw was good at explaining tests and treatments compared with the CCG average of 86% and the national average of 90%.
- 78% of patients said the last nurse they saw was good at involving them in decisions about their care compared to the national average of 85%)

The practice had taken some measures to address patient feedback:

- The practice had met with all clinicians to discuss the areas where feedback had been lower than expected and had reaffirmed best practice. This was regularly discussed at practice meetings.
- The service had begun gathering feedback on individual clinicians using standardised Royal College of General Practitioners questions in order that learning points might be shared with them in one to one meetings and appraisals.
- The practice had undertaken monthly feedback of patients to determine if efforts to improve patient experience had been working. These surveys showed that patients were either satisfied or better in over 90% of consultations. Where patients rated their experience below satisfactory, the results were brought before the partners meeting for discussion with action plans were developed where required.