

Wood Street Health Centre

Quality Report

6 Linford Road
London
E17 3LA
Tel: 0208 430 7710
Website: www.wfcafhs.co.uk

Date of inspection visit: 16/08/2017
Date of publication: 27/10/2017

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 responsive to people's needs?

Good



Summary of findings

Contents

Summary of this inspection

Overall summary	Page 2
The five questions we ask and what we found	3

Detailed findings from this inspection

Our inspection team	4
Background to Wood Street Health Centre	4
Why we carried out this inspection	4
How we carried out this inspection	4

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Wood Street Health Centre on 4 August 2016. The overall rating for the practice in the report published on 8 March 2017 was good but specifically requiring improvement in the provision of responsive services. This led to the issuing of a requirement notice being served in that the care and treatment of patients was not provided in a safe way. Patients found it difficult to get through to the practice on the phone and to get a timely appointment to be seen. This was in breach of regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Wood Street Health Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 16 August 2017 to check that improvements had been made since our previous inspection on 4 August 2016. This report covers our findings in relation to those improvements made since our last inspection.

Overall the practice is rated as good and the provision of responsive services is now also rated as good.

Our key findings were as follows:

- The practice was able to show that significant work had been undertaken in the introduction of changes enabling it to be more responsive to the needs of patients.
- Access to the practice and the availability of appointments had improved.

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 responsive to people's needs?

The practice is rated as good for providing responsive services.

- Patients are now better able to access the service due to the introduction of new systems and processes and, in particular, the installation of a new telephone system.

Good



Wood Street Health Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Inspector.

Background to Wood Street Health Centre

Wood Street Health Centre is in Walthamstow in East London. It is one of the 45 member GP practices in NHS Waltham Forest Clinical Commissioning Group (CCG).

The practice is located in the third more deprived decile of areas in England. At 78 years, male life expectancy is less than the England average of 79 years. At 84 years, female life expectancy is greater than the England average of 83 years. The provider tells us 48% of the practice's patients are from a black or minority ethnic population.

The practice has approximately 10,300 registered patients. It has more patients in the 0 to 9 years and 25 to 39 years age ranges than the England average, and fewer in the 55 to 85+ years age ranges than the England average. Services are provided by Waltham Forest Community And Family Health Services Limited under a Personal Medical Services (PMS) contract with NHS England.

The practice is in purpose built premises which are fully wheelchair accessible. There are 9 consulting rooms and one nurse's room.

Wood Street Health Centre is a training practice for qualified doctors wishing to specialise in General Practice.

Seven GPs work at the practice, three male and four female, making up the equivalent of five whole time staff (WTE). There are four nurses including two nurse

prescribers, one of whom is a diabetes nurse specialist, and a trainee practice nurse. Together they make up 2.2WTE. The clinical staff are supported by a team of receptionist, administrative and secretarial staff headed up by a full time practice manager.

The practice's opening times are:

- 8.00am to 6.30pm Monday, Tuesday, Wednesday and Friday.
- 8.00am to 1.30pm on Thursday.
- 8.30am to 1.00pm on Saturday.

Patients are directed to an out of hours GP service outside these times.

Doctor and nurse appointments were available between:

- 8.30am to 12.00pm and 4.00pm to 6.30pm Monday, Tuesday, Wednesday and Friday.
- 8.30am to 1.00pm on Thursday.
- 8.30am to 1.00pm on Saturday (extended hours).

Waltham Forest Community And Family Health Services Limited is registered with the Care Quality Commission to carry on the following regulated activities at Wood Street Health Centre, 6 Linford Road, London E17 3LA: Diagnostic and screening procedures, Family planning, Maternity and midwifery services, and Treatment of disease, disorder or injury.

Why we carried out this inspection

We carried out an announced comprehensive inspection at Wood Street Health Centre on 4 August 2016. The overall rating for the practice in the report published on 8 March 2017 was good but specifically requiring improvement in the provision of responsive services. This led to the issuing of a requirement notice in that the care and treatment of

Detailed findings

patients was not provided in a safe way. Patients found it difficult to get through to the practice on the phone and to get a timely appointment to be seen. This was in breach of regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Wood Street Health Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 16 August 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 4 August 2016. This report covers our findings in relation to those requirements and also other improvements made since our last inspection.

How we carried out this inspection

During our visit we spoke with the practice manager as well as reviewed information, documents and records kept at the practice.

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 responsive to people's needs?

(for example, to feedback?)

Our findings

At our previous inspection on 4 August 2016, we rated the practice as requiring improvement in the provision of responsive services.

These arrangements had improved when we undertook a follow up inspection on 16 August 2017 and the practice is now rated as good for the provision of responsive services.

Access to the service

From practice surveys and knowledge of its patients, the practice was aware that the number of unemployed people and those receiving benefits of all kinds was higher than average in their practice population thus leading to a higher proportion of people making appointments for fitness to work certificates resulting in higher telephone calls to the practice. This had the knock-on effect of some people waiting longer to speak to a receptionist than they would like.

Just under 50% of the practice population was in the age range of 15-44 years old which resulted in a high level of computer literacy. Since the August 2016 inspection the practice had made the decision to increase their use of IT, to improve patient satisfaction by increasing access, decrease the need to make telephone contact with the practice, and improve and modernise the experience of contacting the practice from home using an online/electronic platform.

The Patient Participation Group (PPG) had also informed the practice that the telephone system was leading to patient dissatisfaction in terms of access to it as well as the auto attendant messages. To address this, the practice decided to separate the telephone and IT providers which were provided by NELFT (North East London NHS Foundation Trust) so that the telephone system, and auto attendant message system, could be managed and controlled by the Practice Manager. In agreement with

Waltham Forest CCG funding was allocated to separate the IT and telephone systems. The practice then obtained quotes for the provision of a new telephone system and supplier and have now funded and installed a new system.

15 minute nurse led appointments were in place to assist patients with the management of their long term conditions and these were bookable up to 3 months in advance. The Practice had also employed an additional full time Practice Nurse which had improved patient access and reduced the frustration expressed by some patients.

From April 2017, 50% of available routine GP Appointments per month were made available for online booking on the first of every month to encourage patients to book their appointment online without having to telephone the practice. This freed up staff to deal with other telephone calls, particularly first thing in the morning.

Results from the 2017 GP Patient survey has shown that, in most areas, patient satisfaction levels had improved and was now comparable to CCG and national averages. For instance:-

- 88% of patients said that the last GP they saw or spoke to was good at explaining tests and treatments compared to the CCG average of 81% and the national average of 86%.
- 87% of patients said that the last GP they saw or spoke to was good at explaining tests and treatments compared to the CCG average of 85% and the national average of 90%.
- 93% of patients had confidence and trust in the last GP they saw or spoke to compared to the CCG average of 92% and the national average of 95%.

The practice is committed to addressing those few areas where improvement is still needed by providing a more personable service with the introduction of name badges and, when answering the telephone, reception staff will routinely introduce themselves by name and provide the patient with the name of the practice.