

Crossfell Health Centre

Inspection 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 location

Good 

Are services responsive?

Good 

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Crossfell Health Centre on 4 October 2017. The overall rating for the practice was good. The full comprehensive report on the October 2017 inspection can be found by selecting the 'all reports' link for Crossfell Health Centre on our website at .

This inspection was a desk-based review carried out on 6 April 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the 'should' that we identified in our previous inspection on 4 October 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

At our inspection on 4 October 2017 we reported that: The provider should ensure action is taken to improve telephone access to the Practice. Results from the national GP patient survey showed that patient's satisfaction with how they could access care and treatment was below local and national averages. We rated the location as requires improvement for providing responsive services.

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

Our key findings were as follows:

- The provider has made changes to the appointment system which has improved access for patients.
- Did not attend (DNA) rates for the month of March 2018, in comparison to October 2017 had reduced by almost 50%
- The provider has introduced a nine months closure to the patient list to reduce the pressure around access to care.
- Test results and prescriptions can now only be accessed via the telephone after 2pm (for results) and 4pm (for prescriptions) to reduce early morning pressure around telephone access.
- Since October, each GP has additional telephone slots available for consultation
- The provider has now reinstated GP pre-bookable appointments throughout the week. (Previously only offered on Saturdays).
- The patient participation group carried out a survey which asked patients views about telephone access to the practice.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Our inspection team

This inspection was undertaken by a CQC inspector.

Background to Crossfell Health Centre

Crossfell Health Centre is located in a purpose built building at Berwick Hills, *Middlesbrough, TS3 7RL and situated next to a large health centre, supermarket and small shopping complex. It has a large free car park and good public transport links.*

The practice provides General Medical Services (GMS) under a contract with NHS England to the practice population of 10,318 patients. Our information shows fewer patients over the age of 85, which reflects the life expectancy within the area. There is also a higher than average number of patients aged 25 and below. The practice deprivation score is in the most deprived decile.

The practice is open from 8.30 - 6pm, Monday – Friday and has extended opening hours on Saturday from 07.45 -1.15pm. Outside of opening hours, patients can access an out of hours service provided to patients across South Tees CCG by ELM Alliance Limited, via the NHS 111 service.

The practice has five GP partners (a mix of male and female) and one salaried GP. They are supported by one Nurse Practitioner (female) and two female practice nurses.

Additionally there are two healthcare assistants providing clinical care. There is an administration team with specific roles identified and there is a practice manager.

Are services responsive to people's needs?

At our previous inspection on 4 October 2017, we rated the practice as requires improvement for providing responsive services as the arrangements in respect of patients' access to appointments needed improving.

These arrangements had significantly improved when we undertook a follow up inspection on 6 April 2018. The practice is now rated as good for providing responsive services.

Responding to and meeting people's needs

- The provider increased nurse practitioner appointments over a two-month trial period and intends to continue this in the future.
- The patient participation group carried out a survey which asked patients views about telephone access to the practice. 51 out of 55 patients surveyed felt that access to the telephones had improved since October 2017.

Access to the service

- The provider reinstated GP pre-bookable appointments throughout the week. Pre-bookable appointments had previously only been available on Saturdays or with locum GPs.
- Did not attend (DNA) rates for the month of March 2018, in comparison to October 2017 had reduced by almost 50%. In October 2017 there were 407 DNAs compared to 246 in March 2018.
- The provider has introduced a nine months closure to the patient list to reduce the pressure around access to care.
- Test results and prescriptions can now only be accessed via the telephone after 2pm (for results) and 4pm (for prescriptions) to reduce early morning pressure around telephone access.
- Since October, each GP has additional telephone slots available for consultation

The provider has increased receptionist resources. By providing cover earlier in the morning to help meet the high demand in answering the telephones, patients are better able to access services.