

Church Street Partnership

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 Church Street Partnership on 19 September 2017. The overall rating for the practice was good with requires improvement for providing responsive services. The full comprehensive report on the 19 September 2017 inspection can be found by selecting the 'all reports' link for Church Street Partnership on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 9 October 2018 to confirm that the practice had made the recommended improvements that we identified in our previous inspection on 19 September 2017. This report covers our findings in relation to those improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- The practice had comprehensive systems in place to collect and review patient feedback and audit their

telephone and appointment booking systems. An improvement plan had been implemented in order to increase access for patients and enhance their experience of using the practice.

- Leaders had committed to improving performance and patient access and had invested in employing additional staff and upskilling existing staff members.
- Patients told us that they were able to obtain an appointment that was convenient to them and patient feedback demonstrated that the changes introduced by the practice had resulted in some improvements.

The area where the provider **should** make improvements is:

- Continue to review and ensure improvement to the National GP Patient Survey results, including access to the practice by telephone.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

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

This inspection was carried out by a CQC inspector.

Background to Church Street Partnership

Church Street Partnership provides primary medical services to approximately 16,500 patients in Bishops Stortford, Hertfordshire. Services are provided on a General Medical Services (GMS) contract (a nationally agreed contract). The practice has a registered manager in place. A registered manager is an individual registered with CQC to manage the regulated activities provided.

The service is registered with the CQC to provide the following regulated activities:

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury
- Maternity and midwifery services
- Family planning
- Surgical procedures

The practice operates across three premises. Church Street Surgery is the main surgery located close to the town centre. Thorley Health Centre is located approximately two miles away and Haymeads Health Centre is located within the Hertfordshire and Essex Community Hospital approximately two miles away from the main surgery. During this inspection we visited Church Street Surgery only.

The practice serves a higher than average population of those aged between five and 14 years and a slightly lower than average population of those aged between 65 and 74 years. The population is 94% White British (2011 Census data). The area served is less deprived compared to England as a whole.

The clinical team consists of five GP Partners, three of which are male and two are female, and three female salaried GPs. Six GPs work part-time and two work full-time making the equivalent of six whole time equivalent GPs. The practice continues to attempt to recruit additional GPs and has recently recruited a clinical pharmacist, an additional nurse prescriber and a practice nurse.

There are four practice nurses, three nurse prescribers and there is one health care assistant. The non-clinical team consists of a practice manager, deputy practice manager, reception manager, deputy reception manager, 12 receptionists, three secretaries and nine members of the administration team.

Church Street Surgery is open to patients between 8.30am and 5pm Mondays to Fridays. Patients are able to access urgent clinical telephone advice between 8am and 6.30pm. Appointments with a GP are available from 8.30am to 12pm and from 1.30pm to 5pm daily. Thorley Health Centre is open to patients between 8.30am and 6.30pm Mondays to Fridays. Appointments with a GP are available from 8.30am to 12pm and from 2.30pm to 5.30pm daily. Haymeads Health Centre is open to patients between 8.30am and 5pm Mondays to Fridays. This surgery provides an Open Access service to all patients that arrive before 10am and afternoon sessions are held from 2pm to 6.30pm Mondays to Fridays. The practice also participates in a locality wide Extended Access scheme, which is run by the local Federation.

Emergency appointments are available daily with the duty doctor. A telephone consultation service is also available for those who need urgent advice. The practice offers extended opening hours for pre-booked appointments at Haymeads Health Centre between 6.30pm and 9pm every Wednesday, and from 8.15am to 11.45am every Saturday.

Home visits are available to those patients who are unable to attend the surgery and the Out of Hours service is provided by Hertfordshire Urgent Care and can be accessed via the NHS 111 service.

Are services responsive to people's needs?

At our previous inspection on 19 September 2017, we rated the practice as requires improvement for providing responsive services as results from the National GP Patient Survey, published in July 2017, showed that patients' satisfaction with how they could access care and treatment was below average in some areas.

The practice remained below the local and national average in some areas of the latest National GP Patient Survey published in August 2018. However, the practice had made significant changes to their appointment and telephone booking system and had increased capacity. The practice carried out extensive performance monitoring activities and was committed to improving access and the patient experience. Feedback from patients demonstrated that the changes introduced by the practice had resulted in some improvements. The practice is now rated as good for providing responsive services.

Timely access to the service

- Patients had timely access to initial assessment, test results, diagnosis and treatment.
- Patients with the most urgent needs had their care and treatment prioritised.
- Waiting times, delays and cancellations were communicated and managed appropriately.

The practice monitored and acted on the National GP Patient Survey results and reviewed feedback directly from patients. The practice told us that, following our inspection in September 2017, they had adopted a strategic approach towards improving the patient experience and patient access. The GP Partners had invested in recruiting additional staff and upskilling existing staff members. The practice had increased capacity and had taken steps to reduce wastage and decrease demand on GPs, by diverting appointments to appropriate clinicians. The practice was focused on meeting their objective which was to ensure that every patient was seen or spoken to by a GP on the same day if required.

A new telephone system was installed in September 2017, as a result of patient feedback. This system provided auto-attendant and queue position functionality. All calls were now recorded which enabled the practice to review any issues raised or feedback given by patients. This information was used to monitor and audit staff capacity, performance and patient demand.

The practice provided us with evidence which showed that they were continuing to monitor access during busy periods. The practice was in the process of making further changes to their appointment system and Open Access service and had clear communication channels in place to update patients on these changes.

A market stall was planned for November 2018 to include an internal patient survey in collaboration with the Patient Participation Group. (This is a group of volunteer patients who work with practice staff on making improvements to the services provided for the benefit of patients and the practice). The practice told us that this would also provide a platform to promote the services provided and signpost patients to the services available to them.

Please refer to the evidence table for further information.