

Balfour Road Surgery

Quality Report

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Essex
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Website: N/A

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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 responsive to people's needs?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced focussed inspection at Balfour Road Surgery on 19 January 2017. We found the practice to be good for providing responsive services and it is rated as good overall.

We previously conducted an announced comprehensive inspection of the practice on 21 April 2016. As a result of our findings, the practice was rated as good for being safe, effective, caring and well led; and rated as requires improvement for being responsive, which resulted in a rating of good overall. We found that the provider had breached Regulation 16(1) (Receiving and acting on complaints) of the Health and Social Care Act 2008.

The practice wrote to us to tell us what they would do to make improvements and meet the legal requirements. We undertook this focussed inspection to check that the practice had followed their plan, and to confirm that they had met the legal requirements.

This report only covers our findings in relation to those areas where requirements had not been met. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Balfour Road Surgery on our website at <http://www.cqc.org.uk/location/1-551445754>.

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

- Information about services and how to complain was available and easy to understand. Improvements were made to the quality of care as a result of complaints and we noted that filing systems were well organised and that learning from complaints was well documented. We also saw evidence of how the practice had discussed learning from complaints and had used this information to improve the service.

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 safe services.

When we inspected in April 2016, we identified concerns regarding complaints management in that complaints management systems were not well organised and learning from complaints was not well documented. At this inspection we noted that there was openness and transparency in complaints management. For example, we saw evidence that complaints were well documented, taken seriously, responded to in a timely fashion and also used to improve the quality of care.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people. As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions. As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people. As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students). As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable. As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia). As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



Balfour Road Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Why we carried out this inspection

We carried out a focused inspection of this service on 19 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This was because the service was not meeting some legal requirements during our previous visit on 21 April 2016.

The inspection was conducted to check that improvements planned by the practice to meet legal requirements had been made.

How we carried out this inspection

During our focussed inspection on 19 January 2017, we reviewed a range of information provided by the practice and spoke with the senior GP and the practice manager.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Listening and learning from concerns and complaints

When we inspected in April 2016, we noted that complaints management systems were not well organised and that learning from complaints was not well documented. For example, the original correspondence relating to the six complaints received between April 2015 and April 2016 could not initially be located and we also noted that one complaint did not have a formal acknowledgement or response on file. We asked the provider to take action.

At this inspection we noted that there was an open and transparent approach to complaints management. Five

complaints had been received since our April 2016 inspection and we saw formal records confirming that these were handled compassionately, effectively and confidentially. We also saw that regular updates had been provided and that outcomes were explained appropriately. Minutes of staff meetings confirmed that staff were now regularly reviewing complaints to see how learning could be used to improve the quality of care. We noted that the complaints management systems introduced by the practice manager and senior GP enabled complaints to be listened and responded to; and used to improve the service.