

Porters Avenue Doctors Surgery

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?

Requires improvement



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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Porters Avenue Doctors Surgery on 5 October 2016. The overall rating for the practice was good, the practice was rated requires improvement for providing caring services. The full comprehensive report on the 5 October 2016 inspection can be found by selecting the 'all reports' link for Porters Avenue Doctors Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 28 March 2018 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 inspection on 5 October 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is still rated as Good.

Our key findings were as follows:

- Results from the 2017 national GP patient survey did not show an improvement, however the practice had carried out their own more recent survey with the same questions as the national survey which did show an improvement.
- Patients surveyed were satisfied with the surgery's opening hours.
- The practice had increased the number of carers identified from 1% to 2% of its practice population.
- The practice has improved its communications with patients who may have caring responsibilities by displaying posters detailing the support that is available to them.

- The surgery has partnered with the local carers team, who attended the practice twice a month to provide face to face guidance and support to patients with caring responsibilities.
- The practice also sent letters to the patients who had caring responsibilities to inform them about the local carer's organisation.
- Data from the Quality and Outcomes Framework (QOF) showed patient outcomes had improved and were in line with national average. (QOF is a system intended to improve the quality of general practice and reward good practice).
- The practice had also reduced its exception reporting in some areas including patients with diabetes, atrial fibrillation, coronary heart disease, stroke and transient ischaemic attack, depression, heart failure and rheumatoid arthritis. (Exception reporting is the removal of patients from QOF calculations where, for example, the patients decline or do not respond to invitations to attend a review of their condition or when a medicine is not appropriate).

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Continue to ensure that it addresses issues highlighted in the national GP survey in order to improve on the low levels of patient satisfaction.

At our previous inspection on 5 October 2016, we rated the practice as requires improvement for providing caring services as the practice had identified less than 1% of patients as carer's, patient satisfaction scores were lower than local and national averages. At this inspection we

Summary of findings

found that the number of carers identified was 2% of the practices list, however the patient satisfaction survey scores were still lower than local and national averages. Consequently, the practice is still rated as requires improvement for providing caring services.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Porters Avenue Doctors Surgery

Detailed findings

Background to Porters Avenue Doctors Surgery

Porters Avenue Doctors Surgery provides primary medical services in Dagenham to approximately 8646 patients and is a member of the NHS Barking and Dagenham Clinical Commissioning Group (CCG).

The practice population is in the second most deprived decile in England. It has greater than CCG and national average representation of income deprived children and older people. Thirty-three percent of children live in income deprived households compared to a CCG average of 32% and a national average of 20%. Thirty percent of older people live in income deprived households compared to a CCG average of 28% and a national average of 16%. The practice population has a greater than average percentage of children and young people aged up to 18, with a less than average population in all age groups above age 65. The practice had surveyed the ethnicity of the practice population and had determined that 50% of patients described themselves as white, 10% Asian, 17% black and 13% as having mixed or other ethnicity.

The practice operates from a purpose built property with all patient facilities on the ground floor that is wheelchair accessible. There are offices for administrative and management staff on the ground floor.

The practice operates under an Alternative Provider Medical Services (APMS) contract and provides a number of local and national enhanced services (enhanced services require an increased level of service provision above that

which is normally required under the core GP contract). The enhanced services it provides are: facilitating timely diagnosis and support for people with dementia; improving patient online access; influenza and pneumococcal immunisations; minor surgery; patient participation; risk profiling and case management; rotavirus and shingles immunisation; and unplanned admissions.

The practice team at the surgery is made up of four male GPs working, between them, a whole time equivalent of three GPs. The nursing team consists of three female practice nurses. Porters Avenue Doctors Surgery also employs one male part-time health care assistant.

There are nine administrative, reception and clerical staff, including one apprentice, and a part-time business manager and a full-time assistant practice manager.

The practice is open between 8am and 8pm Monday to Friday, and from 9am to 12pm on Saturdays. Appointments are from 8am to 8pm daily. The practice has opted out of providing out of hours (OOH) services to their own patients when closed and directs patients to the OOH provider for NHS Barking and Dagenham CCG.

Porters Avenue Doctors Surgery is one of seven GP practices forming Concordia Health Limited and is registered with the Care Quality Commission to provide the regulated activities of treatment of disease, disorder or injury; diagnostic and screening procedures; surgical procedures.

This practice was previously inspected by CQC in October 2016. At that time the practice was rated good overall and requires improvement for providing caring services.

Are services caring?

Our findings

At our previous inspection on 5 October 2016, we rated the practice as requires improvement for providing caring services as the practice had identified less than 1% of patients as carer's and patient satisfaction scores were lower than local and national averages.

We found that the arrangements for identifying and supporting carers had improved, however patient satisfaction scores were still lower than local and national averages when we undertook a follow up desk based inspection on 28 March 2018. The practice is still rated as requires improvement for providing caring services.

Kindness, respect and compassion

Results from the national GP patient survey showed patients level of satisfaction with the way they were treated in regard to compassion, dignity and respect, 381 forms were distributed and 105 were returned. The practice was below average for its satisfaction scores on consultations with GPs and nurses. For example:

- 65% (previously 70%) of patients said the GP was good at listening to them compared to the clinical commissioning group (CCG) average of 81% and the national average of 89%.
- 67% (previously 65%) of patients said the GP gave them enough time compared to the CCG average of 77% and the national average of 86%.
- 80% (previously 86%) of patients said they had confidence and trust in the last GP they saw compared to the CCG average of 91% and the national average of 95%.
- 64%(same) of patients said the last GP they spoke to was good at treating them with care and concern compared to the CCG average of 76% and the national average of 86%.
- 67% (previously 69%) of patients said the last nurse they spoke to was good at treating them with care and concern compared to the CCG average of 83% and the national average of 91%.
- 61% (previously 69%) of patients said they found the receptionists at the practice helpful compared to the CCG average of 83% and the national average of 87%.

The practice told us that they had taken steps to improve patient satisfaction including: installing more phone lines to improve patient access; the administration team have attended customer service training. The clinicians have completed advanced communication skills training to improve communications with patients.

The practice had carried out their own 2017/18 survey which 170 patients completed, the results were an improvement on previous scores, for example;

- 88% of patients said the GP was good at listening to them.
- 85% of patients said the GP gave them enough time.
- 94% of patients said the last GP they spoke to was good at treating them with care and concern.
- 95% of patients said the last nurse they spoke to was good at treating them with care and concern.
- 93% of patients said they found the receptionists at the practice helpful.

Since the previous inspection the practice had worked to improve the identification and the support for carer's. For example;

- The practice has improved its communications with patients who may have caring responsibilities by displaying posters detailing the support that is available to them.
- On the Practices computer system, they had set up a new clinical code for patients with caring responsibilities which created an alert on their clinical record so that their clinicians could provide support and advice to them.
- The practice has also designed a new template for clinicians to use for potential patients with caring responsibilities and this follows a set list of questions for the clinician to ask and record the details provided by the patient.
- The surgery has partnered with the local carers team, who attended the practice twice a month to provide face to face guidance and support to patients with caring responsibilities.

As a result the number of carers identified had increased from 59 patients to 150 this represented 2% of the practice patient list.

Involvement in decisions about care and treatment

Are services caring?

Results from the national GP patient survey showed patients response to questions about their involvement in planning and making decisions about their care and treatment. Results were below local and national averages. For example:

- 61% (previously 71%) of patients said the last GP they saw was good at explaining tests and treatments compared to the CCG average of 76% and the national average of 86%.
- 59% (previously 60%) of patients said the last GP they saw was good at involving them in decisions about their care compared to the CCG average of 72% the national average of 82%.

- 64% (same) of patients said the last nurse they saw was good at involving them in decisions about their care compared to the CCG average of 78% the national average of 85%.

The practices own more recent survey results showed an improvement in these areas, for example;

- 97% of patients said the last GP they saw was good at explaining tests and treatments.
- 95% of patients said the last GP they saw was good at involving them in decisions about their care.
- 95% of patients said the last nurse they saw was good at involving them in decisions about their care.