

Springfield Medical Practice

Inspection report

Bennetts Road South,
Keresley,
Coventry
West Midlands
CV6 2FL
Tel: 02476332628
www.springfieldmedical.co.uk

Date of inspection visit: 14/06/2018
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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

This practice is rated as Good overall.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Springfield Medical Practice on 26 July 2016. The overall rating for the practice was requires improvement. We then carried out an announced focused inspection on 18 July 2017 to confirm that the practice had carried out their plan to address the areas that were rated as requires improvement that we identified in our previous inspection on 26 July 2016. Following this second inspection, the practice was rated as good, with the responsive domain rated as requires improvement.

This inspection was a desk-based focused inspection carried out on 14 June 2018 to confirm that the practice had carried out their plan to address the areas that were rated as requires improvement that we identified in our previous inspection on 18 July 2017. This report covers our findings in relation to those requirements.

At this inspection we found:

- Urgent same day patient appointments were available when needed.
- Results from the practice's patient survey revealed a high level of patient satisfaction about the care given at the practice.

The areas where the provider **should** make improvements are:

- Continue to take action to improve telephone access for patients.

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

Please refer to the detailed report and the evidence tables for further information.

The figures quoted in the evidence table vary in places from the figures in the previous report due to the new model introduced by CQC for monitoring a range of key indicators for NHS practices, known as GP Insight. More information about GP Insight can be found by following the 'how we use information' link in the 'What we do' section on our website at www.cqc.org.uk.

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

The desk based focused inspection was completed by a CQC Lead Inspector.

Background to Springfield Medical Practice

- The practice name is Springfield Medical Practice.
- Located in the Keresley area of Coventry at Bennetts Road South, Keresley, Coventry, CV6 2FL. Telephone number: 024 7633 2628. www.springfieldmedical.co.uk
- The practice has a General Medical Services (GMS) contract with NHS England. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.
- At the time of our inspection, over 7000 patients were registered at the practice.
- Springfield Medical Practice offers appointments from 8.30am to 6.30pm from Monday to Friday. From 8am to 8.30am the practice telephone system diverts any calls to an appropriate provider for assistance.
- In addition to routine clinics, the practice operates urgent same session clinic appointments. Access to these appointments is triaged by the duty doctor and patients are allocated an appointment by the doctor if needed.
- When the practice is closed, extended hours appointments are available through the local GP federation and these appointments are available at a number of local practices from 6.30pm to 9.30pm from Monday to Friday; from 9am to 2pm on Saturdays and from 9am to 1pm on Sundays. There are also further arrangements in place to direct patients to out-of-hours services provided by NHS 111 when the practice is closed.
- The practice has six partner GPs (two male and four female), two practice nurses, one healthcare assistant and two phlebotomists (people who take blood samples). There is also a locum practice nurse.
- The patient population demographics attending Springfield Medical Practice are broadly in line with national averages, with a below average number aged 20 to 40. Levels of social deprivation are average.

Are services responsive to people's needs?

We rated the practice, and all of the population groups, as good for providing responsive services .

At our previous inspection on 18 July 2017 we rated the practice as requires improvement for providing responsive services. The practice needed to take action to improve patient satisfaction in relation to access to the service. The follow up inspection showed that the practice had taken action to improve in this area.

Timely access to care and treatment

Since our previous inspection in July 2017, the practice has:

- Provided additional 'on the day' appointments and redistributed GP sessions to meet peaks in demand.
- Introduced text message reminders to reduce the number of missed appointments.
- Increased the timings of routine appointment times from 10 to 12.5 minutes to reduce delays to appointments.
- Given patients active encouragement to use the automated check-in system to reduce waiting times at the reception desk and allow reception staff to answer the telephones more promptly.
- Introduced dedicated phone appointments for GPs to follow up on test results and reduce the number of face to face appointments for these.
- Joined the enhanced extended hours service provided by the local GP federation.

In order to assess the effectiveness of these changes, the practice had carried out an in-house patient survey, using the same scoring and aggregation methodology as the national GP patient survey. This latest in house survey had 133 completed forms returned, compared with 117 completed at the last national patient survey and the

overall results showed improvements had been made since our last inspection. The results were above the local and national averages achieved in the previous national patient survey, with the exception of telephone access. For example:

- 92% of patients who responded were satisfied with the practice's opening hours compared with the clinical commissioning group (CCG) average of 76% and the national average of 76%. The practice's previous score in the 2017 national patient survey for this indicator was 71%.
- 53% of patients who responded said they could get through easily to the practice by phone compared with the CCG and national average of 71%. The practice's previous score in the 2017 national patient survey for this indicator was 48%.
- 76% of patients who responded described their experience of making an appointment as good compared to the CCG average of 71% and the national average of 73%. The practice's previous score in the 2017 national patient survey for this indicator was 48%.
- 85% of patients who responded said the last appointment they got was convenient compared to the CCG average of 79% and the national average of 81%. The practice's previous score in the 2017 national patient survey for this indicator was 62%.
- 79% of patients who responded said they usually waited 15 minutes or less after their appointment time to be seen compared with the CCG average of 71% and the national average of 73%. The practice's previous score in the 2017 national patient survey for this indicator was 56%.

Please refer to the evidence tables for further information.