

The Drive Surgery

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?

Requires improvement



Overall summary

We carried out an focused inspection at The Drive Surgery on 22 August 2017. The overall rating for the practice was good. The full comprehensive report on the August 2017 inspection can be found by selecting the 'all reports' link for The Drive Surgery on our website at www.cqc.org.uk.

This inspection was a focused follow-up inspection carried out on 9 August 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 22 August 2017. 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 with the key question 'responsive' remaining as require improvement.

Our key findings were as follows:

- The latest National GP Patient survey results for the practice were still low in areas relating to patient access to services. For example, 32% of patients found it easy to access services at the practice by telephone, compared to the local clinical commission group (CCG) average of 52% and the national average of 70%
- The practice did not have a system in place to monitor uncollected prescriptions. However, we saw evidence subsequent to the inspection which showed that the practice had introduced and was implementing a new protocol to ensure the regular review of uncollected prescriptions.
- The practice held regular all staff meetings as well as clinical staff meetings. Locum GP's unavailable on the day of the meeting had the minutes sent to them for information.
- The practice conducted its own in-house patient survey, analysing the results to provide better services for patients registered at the service.

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

Importantly, the provider must:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Our inspection team

The inspection was conducted by a CQC inspector.

Background to The Drive Surgery

The Drive Surgery is located in Ilford in North East London. It is one of 47 GP practices within NHS Redbridge Clinical Commissioning Group (CCG). The practice is housed in a converted residential property and has approximately 6330 registered patients. The practice serves a mixed population (white European, Asian / British Asian and Black British / African / Caribbean), and is in the fifth less deprived decile of areas in England. At 79 years, male life expectancy is the same as the England average and at 83 years female life expectancy is also the same as the England average. It has a higher proportion of patients in the 0 to 14 years and 25 to 39 years age ranges compared with the England average, and fewer patients in the 45 to 85+ years age range.

Services are provided by The Drive Surgery partnership under a General Medical Services (GMS) contract with NHS England. The partnership is made up of two female GPs who each work nine sessions a week. Two male locum GPs and three female locum GP work approximately nine sessions between them. There are two part-time nurses who work six sessions a week. There are two healthcare assistants who work varied sessions per week. In addition, the practice has recruited

a clinical pharmacist who conducts a monthly session focusing on medication reviews. The clinical staff are supported by a team of part-time reception staff and are supported by a part-time practice manager and a deputy practice manager

The practice's opening times are:

- 8.00am to 7.00pm Monday to Friday

Patients are directed to an out of hours GP service outside these times.

Appointments are available between the following times:

- 9.30am to 6.30pm Monday to Friday.

Extended hours surgery is available between the following times:-

- 6.30pm to 7pm Monday to Friday.

The practice is registered to carry out the following registered activities:

- Treatment of disease, disorder or injury;
- Maternity and midwifery services
- Family Planning.

Are services responsive to people's needs?

At our previous inspection on 22 August 2017, we rated the practice as requires improvement for providing responsive services as several scores in the National Patient Survey were significantly below national average.

Although these arrangements had improved when we undertook a follow up inspection on 9 August 2018, they had not done so significantly. The practice remains as requires improvement for providing responsive services.

Timely access to the service

- Patients were able to access care and treatment from the practice within an acceptable timescale for their needs.
- Waiting times, delays and cancellations were minimal and managed appropriately.
- Patients with the most urgent needs had their care and treatment prioritised.
- The practice had installed additional telephone lines for patients to gain easier access to the practice.
- The practice had recently introduced e-consultations.
- Home visits are available to patients who are unable to come to the surgery.

Results from the National GP Patient Survey published July 2018 showed that patient's satisfaction with how they could access care and treatment was lower than national averages.

For example:-

- 48% of patients were satisfied with the practice's opening hours compared to the national average of 70%. The published July 2017 survey showed that 64% of patients at practice at that time were satisfied with the practice opening hours.
- 32% of patients said they could get through easily to the practice by phone compared to the national average of 70%. This figure had not changed from the 2017 survey results.
- 32% of patients said they were offered a choice of appointment when they last tried to make an appointment in comparison to the clinical commissioning group (CCG) average of 57% and the national average of 62%.

- 39% of patients waited 15 minutes or less after their last appointment time to be seen in comparison to the CCG average of 56% and the national average of 69%.
- 64% of patients describe their overall experience of the practice as good in comparison to the CCG average of 74% and the national average of 84%.

We spoke with the practice regarding the low scores recorded from the National GP Patient Survey. The practice informed us that not all of the changes that the practice have now incorporated within the surgery had taken place at the time the survey was conducted, which was between January and March 2018. The practice told us that they hoped that the changes which have taken place within the practice would be reflected in the next National GP Survey results.

The practice had continued to promote the use of online services and telephone consultations were now routinely carried out. The additional phone lines and increased clinical sessions (which have occurred due to the recruitment of additional GPs at the practice) showed that the practice commitment to producing responsive services for its patients.

The practice had previously conducted its own patient survey in 2016 and 2017 to find out how content patients were with services at the practice. This survey was repeated in July 2018 which resulted in 102 respondents (2% of the practice population). A number of the questions asked in the survey were loosely based around those used in previously the National GP Patient Survey

The main highlights of this survey showed:

- 95% of patients said they were satisfied with the practice's opening hours
- 76% of patients said they were either seen on the same day, or the following day.
- 30% of patients said they used the practice website to book online appointments and request repeat medication.
- 42% of patients said they had never tried to speak with a doctor on the telephone

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance The registered person(s) had systems or processes in place that had not fully enabled all patients to access services at the practice in a timely manner. This is with particular reference to the low National GP survey results achieved by the practice regarding patient experiences of accessing services at the practice.