

# Dr Myhill and Partners

## Inspection report

109 Desborough Road  
Rothwell  
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September 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.** (Previous rating October 2017 – Overall Good with Responsive Requires Improvement)

We undertook a comprehensive inspection of Dr Myhill and Partners on 9 October 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good with a rating of requires improvement for providing responsive services. The full comprehensive report following the inspection in October 2017 can be found by selecting the 'all reports' link for Dr Myhill and Partners on our website at

This inspection was a focused desktop inspection carried out on 14 September 2018 to confirm that the practice had made the recommended improvements that we identified in our previous inspection on 9 October 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 on areas where we previously told the practice they should make improvements were as follows:

- The practice had continued to monitor areas where the overall exception rates for the Quality Outcome Framework (QOF) results were significantly higher than the CCG or national averages. (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). We found the practice had implemented a local QOF recall protocol. We noted that the recall system reflected the QOF guidance and

patients were reminded to attend three times and had been contacted by various methods that included text messages reminder letters and telephone call before being subject of exception. The protocol also took account of non- responders who may be terminally ill, medically unsuitable or housebound who had undergone a review process with a GP on the best course of action. Monitoring information supplied by the practice since implementation showed a significant reduction of excepted patients.

- Following the patient dissatisfaction expressed in the national GP patient survey published in July 2017 the practice had implemented improvements which included changes to the appointments system, the telephone system and customer service. The new GP Survey published August 2018 showed improved patient satisfaction during making an appointment. The practice's own monitoring had shown improved access including shorter waiting times for the phone to be answered.

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

- Continue to monitor QOF exception reporting so improvements made are sustained
- Continue to monitor patient satisfaction with access to appointments so improvements made are sustained

**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.**

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

The inspection was carried out by a CQC inspector.

## Background to Dr Myhill and Partners

Dr Myhill and Partners is also known as Rothwell Medical Centre and, with the Desborough Surgery, forms the Rothwell & Desborough Health Care Group. These two practices are registered as separate locations with the CQC although patients are able to access services at either site. We only inspected the Rothwell Medical Centre during our inspection.

Dr Myhill and Partners provides primary medical services from a modern, purpose built, two storey building to approximately 20,500 patients in Rothwell and Desborough and surrounding areas in Northamptonshire.

Dr Myhill and Partners provides services under a General Medical Services (GMS) contract, a nationally agreed contract with NHS England.

All staff may work at either of the locations (Rothwell or Desborough) and in total there are eleven GP partners (female and male) and one salaried GP, four independent nurse prescribers, four practice nurses, four health care

assistants and a pharmacist. Support to the partners and clinical team is provided by a practice manager, an operations manager and a team of administration, secretarial and reception staff.

The practice population broadly follows the England national demographic. There is a slightly higher than average number of patients aged 65 years and above. The practice has approximately 20% of patients over 65 years of age, compared to the CCG and England average of 17%. The area is recorded as being of relatively low deprivation.

The practice is open between 8am and 6.30pm from Monday to Friday inclusive. Extended opening hours are offered on alternate Mondays and Thursdays 6:30pm until 8pm and Saturdays 8am until 10:30am. When the practice is closed out of hours services are provided by IC24 via the NHS 111 telephone service. Information about the out of hours services is available on posters and leaflets in the practice waiting area, on their website and on telephone answering service.

# Are services responsive to people's needs?

At our previous inspection on 9 October 2017, we rated the practice as requires improvement for providing responsive services as results from the national GP patient survey, published July 2017, showed that patient's satisfaction with how they could access care and treatment was below average in some areas.

The practice had implemented many improvements when we undertook a desktop inspection on 14 September 2018. The practice is now rated as good for providing responsive services.

## **Timely access to care and treatment**

At our previous inspection on 9 October 2017, we rated the practice as requires improvement for providing responsive services as results from the national GP patient survey, published July 2017, showed that patient's satisfaction with how they could access care and treatment had not improved since the previous national GP patient survey of 2016.

Results from the most recent National GP Patient Survey published 9 August 2018 showed improved patient satisfaction with how they could access care and treatment. Patient experience with making an appointment

and the overall satisfaction with their last appointment were comparable to Clinical Commissioning Group (CCG) and national averages. Lower satisfaction levels were noted in respect of getting through to the practice by phone and the choice of appointment times available.

The practice told us that the survey period of the new GP patient survey had overlapped with the period when the practice implemented improvements and may not have allowed time for the improvements to be reported in the survey. The practice sent us the results of an internal survey commissioned between 17 June to 17 August 2018 which showed average waiting time a phone call to be answered had reduced to one minute fifty seconds from the previous four minutes forty-nine seconds (9039 calls monitored during the four-week period ending 17 August 2018).

Please note the new GP patient survey scores are not comparable with the annual national GP patient survey scores in previous years due to the significant changes in the 2018 survey.

**Please refer to the evidence tables for further information.**