

Newtown Surgery

Inspection report

Widnes Health Care Resource Centre
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Date of inspection visit: 11 April 2018
Date of publication: 01/05/2018

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

We previously carried out an announced comprehensive inspection at Newtown Surgery on 5 April 2017.

The overall rating for the practice was good with a rating of requires improvement for the key question of responsive. The full comprehensive report on 5 April 2017 inspection can be found by selecting the 'all reports' link for Newton Surgery on our website at www.cqc.org.uk.

This desk-based review was carried out on 11 April 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 5 April 2017. This report covers our findings in relation to that requirement made at our last inspection.

Overall the practice is still rated as good and rated as good for providing a responsive service.

Our key findings were as follows:

The practice had made improvements and addressed the issues identified in the previous inspection. Improvements included:

- Action had been taken to improve capacity for the provision of clinical appointments and improve patient experience of access to the service:

- The practice had extended its operating hours to include Thursday afternoons.
- There had been an increase on online appointments available.
- There had been an increase of advanced booking online appointments.
- There had been an increase of on the day online appointments before 9am and after 5pm.
- Following the last inspection a prescription phone line had been introduced.

At our previous inspection on 5 April 2017, we rated the practice as requires improvement for providing responsive services because some of the patients we spoke with and patient survey results identified that it was difficult to make an appointment and patients struggled to get through on the telephone lines for the surgery. At this desk-based review we found that improvements had been made to patient access and the number of available appointments had increased. The practice is now rated as good for providing responsive services.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Our inspection team

Our inspection team for this desk-based review was led by a CQC lead inspector.

Background to Newtown Surgery

Newtown Surgery is located in Widnes in a large resource centre that is purpose built and close to local facilities, with access to a large car park. It is registered with CQC to provide primary care services. The practice has a General Medical Services (GMS) contract with a registered list size of 7500 patients (at the time of desk-based review).

The practice has one lead GP (male), one salaried GP (Male) and three long term locum GPs (two male and one female), one advanced nurse practitioner (female) and a clinical pharmacist (female). They are also supported by three practice nurses. At the time of this desk-based review the practice administration team was overseen by an interim practice manager and a staff supervisor. The interim practice manager is on site one day a week and offers support through daily phone calls and can attend the surgery at any time if requested to do so.

The practice is open from 7.30am to 6.30pm on Monday and Wednesday and 8am to 6.30pm on Tuesday, Thursday and Friday.

Patients requiring GP services outside of normal working hours are referred to the local out of hours provider.

Patients can book appointments in person, via the telephone or online. The practice provides telephone consultations, pre-bookable consultations, urgent consultations and home visits.

The practice is part of Halton Group Clinical Commissioning Group (CCG). The practice offers a range of enhanced services including, minor surgery, flu vaccinations and learning disability health checks.

We previously inspected Newtown Surgery on 5 April 2017. *The overall rating for the practice was good, with a rating of requires improvement for the key question of responsive.*

The full comprehensive report on 5 April 2017 inspection can be found by selecting the 'all reports' link for Newton Surgery on our website at www.cqc.org.uk.

This desk-based review was carried out on 11 April 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 5 April 2017.

This report covers our findings in relation to that requirement made at our last inspection.

Are services responsive to people's needs?

At our previous inspection on 5 April 2017, we rated the practice as requires improvement for providing responsive services because results from the national GP patient survey showed that patients' satisfaction with how they could access care and treatment was comparable for opening hours and their last appointment being convenient but lower than local and national average for getting through to the practice, accessing appointments and their overall experience of making an appointment.

Six patients told us on the day of the inspection in April 2017, that they had difficulties accessing the phone line and booking an appointment when they needed one. We found that the appointment system was not always responsive to patients' needs. The system resulted in a high number of patients trying to get through to the practice by telephone early in the morning in an attempt to secure an appointment.

At this desk-based review on 11 April 2018, we found the practice had addressed the issues identified at the last inspection.

The practice had:

- The practice undertook a patient satisfaction survey over a two week period during June/July 2017. Seventy responses were received, which was approximately 1% of the patients, although not all of the questions had been answered in each response.
- The overall findings were that 45% of responses received identified that the ability to get through to practice on telephone was poor and 34% of responses identified that the ability to book an appointment at the practice was poor.
- A repeat patient satisfaction survey was undertaken over a one week period in March 2018 and the findings were analysed and a report was produced. Seventy responses were received, which was approximately 1% of the patients. The results of the survey were shared with staff and the patient participation group (PPG) and a summary of the report was available for anybody wishing to access the results.
- The overall findings were that 30% of patients struggled to contact the surgery by telephone and 23% were unable to book an appointment when required. This indicated an improvement from the last survey that was undertaken in June/July 2017. The conclusion of the patient satisfaction survey was that there was an increase of 7% satisfaction rate of the overall care provided.
- Since the last inspection the practice had extended its operating hours to include Thursday afternoons.
- Three phone lines were operational every day and the practice was looking into the possibility to having a fourth phone line implemented.
- There has been an increase of approximately 169 online appointments available per week.
- Between 8.30am and 9am there has been an increase of approximately 23 online appointments per week.
- From 5pm onwards there has been an approximate increase of 10 online appointments per week.
- There has been an increase of 41 advanced booking online appointments per week, which included before 9am and after 5pm
- There has been an increase of 107 on the day online appointments per week including before 9am and after 5pm
- Reception staff had actively informed patients attending or contacting the practice of the online services available.
- Reception staff had received training on providing online services and the practice had accessed an 'online champion' from another local practice to help train and support staff.
- A separate prescription phone line had been introduced.
- In regard to the appointments system, the practice undertook an audit of the appointment system in February/March 2018, which looked at the demand of appointments on a daily basis for two weeks. In addition to this the clinicians audited their own appointments to judge whether appointments were being utilised appropriately and to question whether the appointments could have been dealt with in another way to free up appointments.
- The results of the audit demonstrated that there was a 6% increase of appointments that were deemed suitable following the audit undertaken in June/July 2017. It was proposed that the results of the audit were to be discussed at practice level with the possibility of telephone triage appointments to be added to the patient online access which would further free up the phone lines.