

Newton Medical Centre

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 safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Newton Medical Centre on 24 October 2017. Overall the practice is rated as good. Our key findings across all the areas we inspected were as follows:

- Staff understood and fulfilled their responsibilities to raise concerns and report incidents and near misses. Significant events had been investigated and action had been taken as a result of the learning from events.
- Systems were in place to deal with medical emergencies and staff were trained in basic life support.
- There were systems in place to reduce risks to patient safety. For example, infection control practices were carried out appropriately and there were regular checks on the environment and on equipment used.
- Staff assessed patients' needs and delivered care in line with current evidence based guidance.
- Feedback from patients about the care and treatment they received from clinicians was positive. Patients told us they were treated with dignity and respect and they were involved in decisions about their care and treatment.
- Data showed that outcomes for patients at this practice were similar to outcomes for patients locally and nationally.
- Staff had been trained to provide them with the skills, knowledge and experience to deliver effective care and treatment.
- Patients said they found it easy to make an appointment and there was good continuity of care. The appointments system was flexible to accommodate the needs of patients.
- The practice had good facilities, including disabled access. It was well equipped to treat patients and meet their needs.
- Information about services and how to complain was available. Complaints had been investigated and responded to in a timely manner.

Summary of findings

- There was a clear leadership and staff structure and staff understood their roles and responsibilities.
- The practice had a clear vision to provide a safe and high quality service.
- The practice provided a range of enhanced services to meet the needs of the local population.
- The practice sought patient views about improvements that could be made to the service. This included the practice having and consulting with a patient participation group (PPG).

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

Good



- Staff understood and fulfilled their responsibilities to raise concerns and report incidents and near misses. Staff learnt from significant events and this learning was shared across the practice.
- The practice had clearly defined and embedded systems, processes and practices in place to keep people safe and safeguard them from abuse.
- Risks to patients were assessed and well managed.
- Procedures were in place to ensure appropriate standards of hygiene were maintained and to prevent the spread of infection.
- Health and safety related checks were carried out on the premises and on equipment on a regular basis.
- Appropriate pre-employment checks were carried out to ensure staff suitability.
- Systems were in place for the safe management of medicines. Patients who required regular monitoring for their medicines received this.
- The practice was equipped with a supply of medicines to support people in a medical emergency.

Are services effective?

The practice is rated as good for providing effective services.

Good



- Patients' needs were assessed and care was planned and delivered in line with best practice guidance.
- The practice monitored its performance data and had systems in place to improve outcomes for patients. Data showed that outcomes for patients at this practice were comparable to those locally and nationally.
- Referrals to secondary care were monitored to ensure they had been received and attended by patients.
- Staff worked alongside other health and social care professionals to understand and meet the range and complexity of patients' needs.
- Clinicians met on a regular basis to review the needs of patients and the clinical care and treatment provided.
- Clinical audits were carried out to drive improvements in outcomes for patients.

Summary of findings

- Staff felt well supported and they had been trained to provide them with the skills, knowledge and experience to deliver effective care and treatment.
- A system of appraisals was in place and all staff had undergone an up to date appraisal of their work.

Are services caring?

The practice is rated as good for providing caring services.

Good



- We saw that staff treated patients with kindness and respect, and maintained confidentiality.
- Patients told us they were treated with dignity and respect and they were involved in decisions about their care and treatment.
- Data from the national patient survey showed that patients rated the practice comparable to other practices locally or nationally for aspects of care. For example, having tests and treatments explained and for being treated with care and concern.
- Information for patients about the services available to them was easy to understand and accessible.
- The practice maintained a register of patients who were carers in order to tailor the services provided. For example to offer them health checks and immunisations.
- A member of staff was designated as a 'carers' champion'.
- A member of staff was designated as a 'cancer champion' and they contacted patients living with cancer on a regular basis.
- The practice had a lead member of staff for contacting patients and providing bereavement advice and support.

Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

Good



- The practice reviewed the needs of the local population and worked in collaboration with the NHS England Area Team, Clinical Commissioning Group (CCG) and partner agencies to secure improvements to services where these were identified and to improve outcomes for patients.
- The appointment system was flexible and responsive to patients' needs. Patients we spoke with said they did not find it difficult to get an appointment. Urgent and routine appointments were available the same day and routine appointments could be booked in advance.
- The practice had good facilities and was well equipped to treat patients and meet their needs.

Summary of findings

- Information about how to complain was readily available to patients. The practice responded quickly to issues raised and made improvements in response to complaints and other patient feedback.

Are services well-led?

The practice is rated as good for being well-led.

- The practice had a vision and strategy to deliver high quality care and promote good outcomes for patients. Staff were clear about their responsibilities in relation to this.
- There was a clear leadership structure and staff felt supported by management.
- There were good systems in place to govern the practice and support the provision of good quality care.
- The provider was aware of and complied with the requirements of the duty of candour. The provider encouraged a culture of openness and honesty.
- The practice used feedback from staff and patients to make improvements. The patient participation group (PPG) was active and they gave us examples of how the practice had made changes in response to their feedback.
- There was a focus on continuous learning, development and improvement linked to outcomes for patients.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

Good



- The practice offered proactive, personalised care and treatment to meet the needs of the older people in its population.
- The practice kept up to date registers of patients with a range of health conditions (including conditions common in older people) and used this information to plan reviews of health care and to offer services such as vaccinations for flu.
- Patients over the age of 75 years were offered a health check and care plan with a view to improving the health and wellbeing of these patients and prevent unplanned admissions to hospital.
- Nationally reported data showed that outcomes for patients for conditions commonly found in older people were comparable to outcomes for patients locally and nationally.
- Home visits and urgent appointments were provided for patients with enhanced needs.
- The practice used the 'Gold Standard Framework' (this is a systematic evidence based approach to improving the support and palliative care of patients nearing the end of their life) to ensure patients received appropriate care.
- Staff had been provided with training in dementia awareness to support them in supporting patients with dementia care needs.

People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

Good



- The practice held information about the prevalence of specific long term conditions within its patient population. This included conditions such as diabetes, chronic obstructive pulmonary disease (COPD), cardio vascular disease and hypertension. The information was used to target service provision, for example to ensure patients who required immunisations received these.
- Patients with a long term condition were provided with regular, structured reviews of their health.
- Patients with several long term conditions were offered a single, longer appointment to avoid multiple visits to the surgery.

Summary of findings

- Data from 2016 to 2017 showed that the practice was performing comparably with other practices locally and nationally for the care and treatment of people with chronic health conditions.
- The practice held regular multi-disciplinary meetings to discuss patients with complex needs and patients receiving end of life care.
- Patients were provided with advice and guidance about ill health prevention and management of their health and were signposted to support services.

Families, children and young people

The practice is rated as good for the care of families, children and young people.

- There were systems in place to identify and follow up children living in disadvantaged circumstances and those who were at risk, for example, children and young people who had a high number of A&E attendances.
- Staff we spoke with had appropriate knowledge about child protection and they had ready access to safeguarding policies and procedures.
- An 'early years' fact sheet was sent to new parents providing information about the vaccination schedule, breast feeding, cytology and other health related information to provide guidance and support to families.
- A childhood illness booklet was also given to families with young children.
- Child health surveillance clinics were provided for 6-8 week olds.
- Immunisation rates were comparable to the national average for all standard childhood immunisations. Opportunistic immunisations were given to encourage uptake. The practice monitored non-attendance of babies and children at vaccination clinics and staff told us they would report any concerns they identified to relevant professionals.
- Babies and young children were offered an appointment as a priority and appointments were available outside of school hours.
- The premises were suitable for children and babies and baby changing facilities were available.
- Family planning services were provided.

Good



Summary of findings

Working age people (including those recently retired and students)

Good



The practice is rated as good for the care of working-age people (including those recently retired and students).

- The needs of the working age population, those recently retired and students had been identified and the practice had adjusted the services it offered to ensure these were accessible, flexible and offered continuity of care.
- Telephone consultations were provided and patients therefore did not always have to attend the practice in person.
- The practice provided a full range of health promotion and screening that reflected the needs of this age group.
- The practice was proactive in offering online services including the booking of appointments and requests for repeat prescriptions. Electronic prescribing was also provided.

People whose circumstances may make them vulnerable

Good



The practice is rated as good for the care of people whose circumstances may make them vulnerable.

- The practice held a register of patients living in vulnerable circumstances in order to provide the services patients required. For example, a register of people who had a learning disability was maintained to ensure patients were provided with an annual health check and to ensure longer appointments were provided for patients who required these.
- An 'important persons' register had also been devised to monitor patients who were more at risk by nature of their circumstances. For example to ensure patients had attended appointments.
- The practice worked with other health and social care professionals in the case management of vulnerable people.
- Staff were aware of their responsibilities regarding information sharing, documentation of safeguarding concerns and how to contact relevant agencies in normal working hours and out of hours.
- The practice provided appropriate access and facilities for people who were disabled.
- Staff had been provided with training in dementia awareness to assist them in supporting patients with dementia care needs.
- Information and advice was available about how patients could access a range of support groups and voluntary organisations.

Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

- The practice held a register of patients experiencing poor mental health and these patients were offered an annual review of their physical and mental health.
- Data about how people with mental health needs were supported showed that outcomes for patients using this practice were comparable to local and national averages.
- The practice worked with other health and social care professionals in the case management of people experiencing poor mental health, including those with dementia.
- The practice referred patients to appropriate services such as psychiatry and counselling services.
- A system was in place to follow up patients who had attended accident and emergency and this included where people had been experiencing poor mental health.
- A systems was in place to prompt patients for medicines reviews at intervals suitable to the medication they were prescribed.
- Patients experiencing poor mental health were informed about how to access various support groups and voluntary organisations.
- Staff had been provided with training in dementia awareness to support them in supporting patients with dementia care needs.

Good



Summary of findings

What people who use the service say

The results of the national GP patient survey published July 2017 showed the practice received scores that were comparable to local and national averages. There were 301 survey forms distributed and 91 were returned which equates to a 30% response rate. The response represents approximately 2% of the practice population.

The practice received scores that were comparable to the Clinical Commissioning Group (CCG) and national average scores from patients for matters such as: feeling listened to, being given enough time and having confidence and trust in the GPs .

For example:

- 92% of respondents said the last GP they saw or spoke to was good at listening to them compared with a CCG average of 91% and national average of 89%.
- 93% said the last nurse they spoke to was good at listening to them (CCG average 93% national average 91%).
- 94% said the last GP they saw gave them enough time (CCG average 90%, national average 86%).
- 96% said the last nurse they saw gave them enough time (CCG average 94%, national average 92%).
- 96% said they had confidence and trust in the last GP they saw (CCG average 97% national average 95%).
- 97% said they had confidence and trust in the last nurse they saw (CCG average 98%, national average 97%).

The practice received scores that were comparable to local and national averages for questions about access and patients' experiences of making an appointment. For example:

- 66% of respondents gave a positive answer to the question 'Generally, how easy is it to get through to someone at your GP surgery on the phone?', compared to a CCG average of 63% and a national average of 71%.
- 84% described their experience of making an appointment as good (CCG average 69%, national average 73%).
- 75% were fairly or very satisfied with the surgery's opening hours (CCG average 76%, national average 76%).
- 92% found the receptionists at the surgery helpful (CCG average 87%, national average 87%)

A higher than average percentage of patients, 93%, described their overall experience of the surgery as good or fairly good. This compared to a CCG average of 85%, national average of 85%.

We spoke with eight patients during the course of the inspection visit and they told us the care and treatment they received was very good. As part of our inspection process, we also asked for CQC comment cards to be completed by patients prior to our inspection. We received 14 completed comment cards. All of these were positive about the standard of care and treatment patients received. Staff in all roles received praise for their professional care.

Newton Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector. The team included a GP specialist advisor.

Background to Newton Medical Centre

Newton Medical Centre is located in Newton Le Willows, Merseyside. The practice was providing a service to 4,556 patients at the time of our inspection.

The practice is part of St Helens Clinical Commissioning Group (CCG) and is situated in an area with higher than average levels of deprivation when compared to other practices nationally. The practice has a lower than average elderly population.

The practice is run by SSP Health GPMS Ltd. Five GPs work at the practice (four male and one female). There are two practice nurses, a practice manager and a team of reception/administration staff.

The practice is open from 8am to 6.30pm on Mondays, Tuesdays and Fridays, 8am to 7.30pm Wednesdays and 7.45am to 6.30pm on Thursdays. When the surgery is closed patients are directed to the GP out of hours service provider St Helens Rota.

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 treats patients of all ages and provides a range of primary medical services.

The practice has a General Medical Services (GMS) contract. The practice provides a range of enhanced services, for example: extended hours, childhood vaccination and immunisations and checks for patients who have a learning disability.

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

How we carried out this inspection

Before visiting, we reviewed a range of information that we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 24 October 2017. During our visit we:

- Spoke with a range of staff including GPs, a nurse clinical lead, the practice manager, reception staff and administrative staff.
- Spoke with patients who used the service and with three members of the patient participation group (PPG).
- Explored how the GPs made clinical decisions.
- Observed how staff interacted with patients face to face and when speaking with people on the telephone.

Detailed findings

- Reviewed CQC comment cards which included feedback from patients about their experiences of the service.
- Looked at the systems in place for the running of the service.
- Viewed a sample of key policies and procedures.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

We also looked at how well services were provided for specific groups of people and what good care looked like for them. The population groups are:

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

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

Safe track record and learning

There was a system in place for reporting, recording and responding to significant events. Staff told us they would inform the practice manager of any incidents and there was a form for recording these available on the practice's computer system. The provider was aware of their responsibilities to report notifiable incidents under the duty of candour. (The duty of candour is a set of specific legal requirements that providers of services must follow when things go wrong with care and treatment). We looked at the records for a sample of significant events and we were assured that these had been appropriately investigated and that the learning from these had been disseminated and implemented into practice. Significant events and matters about patient safety were discussed at regular practice meetings and an annual review of events was carried out.

A system was in place for responding to patient safety alerts. This clearly demonstrated that the information had been disseminated and action had been taken to make any required changes to practise. Audits had also been carried out to ensure appropriate action was taken in response to safety alerts.

Overview of safety systems and processes

The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded them from abuse, which included:

- Arrangements were in place to safeguard children and vulnerable adults that reflected relevant legislation and local requirements and safeguarding policies were accessible to all staff. The policies outlined who to contact for further guidance if staff had concerns about a patient's welfare. Contact details and process flowcharts for reporting concerns were displayed in the clinical areas. Alerts were recorded on the electronic patient records system to identify if a child or adult was at risk. There was a lead member of staff for safeguarding. The GPs provided reports where necessary for other agencies. All staff had received safeguarding training relevant to their role. For example

the GPs were trained to Safeguarding level 3. Staff demonstrated they understood their responsibilities to report safeguarding and they provided examples of when they had raised safeguarding concerns.

- Notices advised patients that staff were available to act as chaperones if required. (A chaperone is a person who acts as a safeguard and witness for a patient and health care professional during a medical examination or procedure). Staff who acted as chaperones were trained for the role and had undergone a Disclosure and Barring Service (DBS) check. These checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.
- The practice maintained appropriate standards of cleanliness and hygiene. We observed the premises to be clean and tidy. A practice nurse was the infection control clinical lead and they were responsible for liaising with the local infection prevention team. There was an infection control protocol in place and staff had received up to date training. Annual infection control audits were undertaken. The practice had achieved a high score during the most recent audit.
- An assessment of the risk and management of Legionella had been undertaken and measures were in place to mitigate risks associated with Legionella (Legionella is a term for a particular bacterium which can contaminate water systems in buildings).
- The arrangements for managing medicines, including emergency drugs and vaccinations were appropriate and safe. Patient Group Directions had been adopted by the practice to allow nurses to administer medicines in line with legislation. A health care assistant had been trained to administer vaccines and medicines against a patient specific direction from a prescriber. There was a system to ensure the safe issue of repeat prescriptions and patients who were prescribed potentially harmful drugs were monitored regularly. The practice carried out regular medicines audits, with the support of the local CCG pharmacy team. Medicines prescribing data for the practice was comparable to national prescribing data. A system was in place to account for prescriptions pads and they were stored securely.

Are services safe?

- We reviewed a sample of staff personnel files in order to assess the staff recruitment practices. Our findings showed that appropriate recruitment checks had been undertaken prior to employment. For example, proof of identification, references, proof of qualifications, proof of registration with the appropriate professional bodies and checks through the DBS.
- The practice manager kept a record to show that all medical staff were appropriately revalidated and registered with their respective governing bodies to ensure their continued suitability. For example with the General Medical Council (GMC) or Nursing and Midwifery Council (NMC).

Monitoring risks to patients

There were procedures in place for monitoring and managing risks to patient and staff safety.

- There was a range of health and safety related policies and procedures that were available to staff.
- The practice had up to date health and safety related risk assessments and safety checks were carried out as required. For example, fire safety equipment, electrical equipment and clinical equipment were checked to ensure they were working properly.
- Arrangements were in place for planning and monitoring the number of staff and mix of staff needed to meet patients' needs. There was a rota system in place for all of the different staffing groups to ensure that enough staff were on duty.

Arrangements to deal with emergencies and major incidents

Arrangements were in place to respond to emergencies and major incidents. For example;

- There was an instant messaging system on the computers in each of the consultation and treatment rooms which alerted staff to an emergency. There was also a call button located in clinical areas.
- Staff had received annual basic life support training.
- The practice had emergency medicines available. These were readily accessible to staff in a secure area of the practice and staff knew of their location. There was a system in place to ensure the medicines were in date and fit for use.
- The practice had a defibrillator (used to attempt to restart a person's heart in an emergency) available on the premises and oxygen with adult and children's masks.
- A first aid kit was readily available.
- Systems were in place for the recording of accidents and incidents.
- The practice had a business continuity plan in place for major incidents such as power failure or building damage. The plan included emergency contact numbers for staff.

Are services effective?

(for example, treatment is effective)

Our findings

Effective needs assessment

The clinicians assessed patients' needs and delivered care in line with relevant and current evidence based guidance and standards, including National Institute for Health and Care Excellence (NICE) best practice guidelines. Staff had access to guidelines from NICE and used this information to deliver care and treatment that met patients' needs. The GPs demonstrated that they followed treatment pathways and provided treatment in line with the guidelines for people with specific health conditions. They also demonstrated how they used national standards for the referral of patients to secondary care, for example the referral of patients with suspected cancers. The provider monitored the implementation of best practice guidelines through a range of regular clinical meetings and audits.

The practice used a system of coding and alerts within the clinical record system to ensure that patients with specific needs were highlighted to staff on opening their clinical record.

Management, monitoring and improving outcomes for people

The practice used information collected for the Quality Outcomes Framework (QOF) and performance against national screening programmes to monitor outcomes for patients. The QOF is a system intended to improve the quality of general practice and reward good practice. The most recent published results showed that the practice had achieved 100% of the total number of points available. This practice was not an outlier for any QOF (or other national) clinical targets or exception reporting. Data from April 2016 to March 2017 showed performance in outcomes for patients was comparable to that of the Clinical Commissioning Group (CCG) and national average. For example;

- The percentage of patients on the diabetes register, whose last measured total cholesterol (measured within the preceding 12 months) was 5mmol/l or less was 79% compared to a Clinical Commissioning Group (CCG) average of 80% and a national average of 80%.
- The percentage of patients with diabetes in whom the last IFCC-HbA1c was 64mmol/mol or less in the preceding 12 months was 87% (CCG average 83%, national average 79%).
- The percentage of patients with atrial fibrillation with a record of CHAD2DS2-VASc score of 2 or more treated with anti-coagulation was 100% (CCG average 97%, national average 96%).
- The percentage of patients with COPD who had a review undertaken including an assessment of breathlessness using the Medical Research Council dyspnoea scale in the preceding 12 months was 93% (CCG average 91%, national average of 90%).
- The percentage of patients with hypertension in whom the last blood pressure reading measured in the preceding 12 months is 150/90mmHg or less was 85% (CCG average 84%, national average 83%).
- The percentage of patients diagnosed with dementia whose care had been reviewed in a face-to-face review in the preceding 12 months was 94% (CCG average 83%, national average 83%).
- The percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who had a comprehensive, agreed care plan in the preceding 12 months was 98% (CCG average 90%, national average of 90%).

Information about outcomes for patients was used to make improvements. We looked at the processes in place for clinical audit. Clinical audit is a way to find out if the care and treatment being provided is in line with best practice and it enables providers to know if the service is doing well and where they could make improvements. The aim is to promote improvements to the quality of outcomes for patients. A programme of audit was in place and we viewed a sample of these. The completed audits demonstrated that the practice had aimed to assess and make improvements to the treatment provided to patients.

The practice worked alongside other health and social care professionals in monitoring and improving outcomes for patients. Multidisciplinary meetings (MDT) were held on a regular basis. The needs of patients with more complex health or social care needs were discussed at the meetings with an aim to ensure that a holistic approach to their needs was being adopted.

Are services effective?

(for example, treatment is effective)

Effective staffing

Staff had the skills, knowledge and experience to deliver effective care and treatment.

- The practice had an induction programme for newly appointed members of staff.
- Staff told us they felt appropriately trained and experienced to meet the roles and responsibilities of their work. There was a training plan in place to ensure staff kept up to date with their training and they had access to and made use of e-learning training modules and in-house training. Staff had been provided with training in core topics such as: safeguarding (adults and children), health and safety, fire safety, infection control, manual handling, conflict resolution, customer care, equality and diversity, basic life support, consent and information governance.
- Staff had also been provided with role-specific training. For example, staff who provided care and treatment to patients with long-term conditions had been provided with training in the relevant topics such as diabetes. Other role specific training included training in topics such as administering vaccinations and taking samples for the cervical screening programme.
- Clinical staff were kept up to date with relevant training, accreditation and revalidation. There was a system in place for annual appraisal of staff. Appraisals provide staff with the opportunity to review/evaluate their performance and plan for their training and professional development.
- Staff attended a range of internal and external meetings. GPs attended meetings with the CCG and practice nurses attended local practice nurse forums. The practice was closed for one half day per month which enabled staff to attend meetings and undertake training and professional development opportunities.

Coordinating patient care and information sharing

The information needed to plan and deliver care and treatment was available to relevant staff in a timely and accessible way through the practice's patient record system and intranet system. This included care plans, medical records, investigations and test results. Information such as

NHS patient information leaflets were also available. The practice shared relevant information with other services in a timely way, for example when referring people to other services.

Staff worked together and with other health and social care professionals to understand and meet the range and complexity of patients' needs and to assess and plan ongoing care and treatment. This included when people moved between services, including when they were referred, or after they were discharged from hospital.

The practice used the 'Gold Standard Framework' (this is a systematic evidence based approach to improving the support and palliative care of patients nearing the end of their life) to ensure patients received appropriate care.

Consent to care and treatment

Staff sought patients' consent to care and treatment in line with legislation and guidance.

- Staff had been provided with training on consent and mental capacity and they understood the relevant consent and decision-making requirements of legislation and guidance, including the Mental Capacity Act 2005.
- When providing care and treatment for children and young people, staff were aware of their responsibility to carry out assessments of capacity to consent in line with relevant guidance.

Supporting patients to live healthier lives

The practice provided advice, care and treatment to promote good health and prevent illness. For example:

- The practice identified patients in need of extra support. These included patients in the last 12 months of their lives, patients with conditions such as heart failure, hypertension, epilepsy, depression, kidney disease and diabetes. Patients with these conditions or at risk of developing them were referred to (or signposted to) services for lifestyle advice such as dietary advice or smoking cessation.
- The practice offered national screening programmes, vaccination programmes and long term condition reviews. The practice monitored how it performed in relation to health promotion. It used the information from the QOF and other sources to identify where improvements were needed and to take action.

Are services effective?

(for example, treatment is effective)

- Data relating to health screening showed that the practice was performing comparably with other practices nationally. For example, the percentage of women aged 25-64 whose notes record that a cervical screening test has been performed in the preceding five years was 95% which was higher than the national average of 80%. There was a policy to offer reminders to patients who did not attend for their cervical screening tests. There was a system in place to ensure results were received for all samples sent for the cervical screening programme and the practice followed up women who were referred as a result of abnormal results.
- Childhood immunisation rates for the vaccinations given were higher than the national target rate of 90%. For example vaccines given to children under two years of age ranged between 93% and 98%.
- Patients had access to appropriate health assessments and checks. These included health checks for new patients and NHS health checks for people aged 40–74. Appropriate follow-ups on the outcomes of health assessments and checks were made, where abnormalities or risk factors were identified.
- Health promotion information was available in the reception area and on the website.
- Patients were referred to or signposted to health promotion services such as smoking cessation and dietician services.
- Information and advice was available about how patients could access a range of support groups and voluntary organisations.

Are services caring?

Our findings

Kindness, dignity, respect and compassion

We observed that members of staff were courteous and helpful to patients and treated them with dignity and respect. Curtains were provided in consulting rooms to maintain patients' privacy and dignity during examinations, investigations and treatments. Consultation and treatment room doors were closed during consultations and conversations taking place in these rooms could not be overheard. Reception could offer patients a private area for discussions when patients wanted to discuss sensitive issues or if they appeared uncomfortable or distressed.

We made patient comment cards available at the practice prior to our inspection visit. All of the 14 comment cards we received were positive and complimentary about the caring nature of the service provided by the practice.

Staff demonstrated a patient centred approach to their work during our discussions with them and long term members of staff felt they knew patients and their individual communication needs.

Results from the national GP patient survey showed patients felt they were treated with care and concern. Results published July 2017 showed that the practice received scores that were comparable to Clinical Commissioning Group (CCG) and national average scores. For example;

- 94% of respondents said the last GP they saw gave them enough time compared to a CCG average of 90% and a national average 86%.
- 96% said the last nurse they saw or spoke to was good at giving them enough time (CCG average of 94%, national average of 92%).
- 90% said that the last time they saw or spoke to a GP, the GP was good or very good at treating them with care and concern (CCG average 89% national average 86%).
- 92% said that the last time they saw or spoke to a nurse, they were good or very good at treating them with care and concern (CCG average 93%, national average 91%).
- 96% said they had confidence and trust in the last GP they saw (CCG average 97%, national average 95%).
- 97% said they had confidence and trust in the last nurse they saw or spoke to (CCG average 98%, national average 97%).

The practice scored higher than local and national averages with regards to the helpfulness of reception staff as 92% of respondents said they found the receptionists at the practice helpful (CCG average 87%, national average 87%).

The practice received a score that was higher than local and national averages for patient's overall experience of the surgery as 93% described this as 'fairly good' or 'very good'. (CCG average 85%, national average 85%).

We spoke with eight patients during the course of our inspection and they gave us positive feedback about the caring nature of staff in all roles. This included speaking with three members of the Patient Participation Group (PPG) and they told us staff provided a caring and supportive service.

Care planning and involvement in decisions about care and treatment

Patients we spoke with told us they felt listened to and involved in making decisions about the care and treatment they received. Patient feedback on the comment cards we received was also positive and aligned with these views. Results from the national GP patient survey showed the practice had received scores that were comparable to or higher than local and national averages for patient satisfaction in these areas. For example:

- 92% of respondents said the last GP they saw was good at listening to them compared to a CCG average of 91% and a national average of 89%.
- 93% said the last nurse they saw or spoke to was good at listening to them (CCG average of 93%, national average of 91%).
- 86% said the last GP they saw was good at explaining tests and treatments (CCG average of 89%, national average of 86%).
- 94% said the last nurse they saw or spoke to was good at explaining tests and treatments (CCG average of 92%, national average of 90%).
- 81% said the last GP they saw was good or very good at involving them in decisions about their care (CCG average 85%, national average of 82%).
- 92% said the last nurse they saw or spoke to was good or very good at involving them in decisions about their care (CCG average 88%, national average of 85%).

Are services caring?

Translation services were available for patients who did not use English as their first. A hearing loop system was provided to assist patients who wore a hearing aid. Staff had been provided with training in dementia awareness to assist them in supporting patients living with dementia.

The practice was in the process of developing an 'important patient' register. The purpose of which was to ensure patients who were vulnerable as a result of their circumstances could be supported appropriately. For example, by prompting them to attend their appointment or by looking at their treatment more holistically through multi-disciplinary or clinical meetings.

Patient and carer support to cope emotionally with care and treatment

Information about how patients could access a number of support groups and organisations was available at the practice. Information about health conditions and support was also available at the practice and on the provider's website.

The practice maintained a register of carers and at the time of the inspection there were 218 carers on the register,

which is in excess of 4% of the patient population. The practice's computer system alerted GPs if a patient was also a carer. Carers could be offered longer appointments if required. They were also offered flu immunisations and health checks. Written information was available to direct carers to the various avenues of support available to them. A member of staff had been designated as a 'carer's champion' and they took a lead role in promoting support to carers.

A designated member of staff was a 'cancer champion' and their role included contacting all newly diagnosed patients to inform them of the support services available and to provide advice and support to them and their carers and to contact patients on a regular basis

Patients receiving end of life care were signposted to support services and the practice had a designated member of staff for contacting bereaved patients. The practice had a policy and procedure for staff to adopt following the death of a patient. This included procedures for notifying other agencies and for making contact with family members or carers to offer them support and condolences.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Responding to and meeting people's needs

The provider reviewed the needs of the patient population and engaged with the NHS England Area Team and Clinical Commissioning Group (CCG) to secure improvements to services where these were identified.

The practice provided a flexible service to accommodate patients' needs. For example;

- There were longer appointments available for patients with a learning disability.
- Home visits were available for older patients and patients who had clinical needs which resulted in difficulty attending the practice.
- Same day appointments were available for children and those patients with medical conditions that required same day consultation.
- The practice offered extended hours for working patients who could not attend during normal opening hours.
- The building and facilities were accessible for patients who were physically disabled.
- The practice engaged with the patient participation group and actively sought feedback from patients.

Access to the service

The practice was open from 8am to 6.30pm on Mondays, Tuesdays and Fridays, 8am to 7.30pm Wednesdays and 7.45am to 6.30pm on Thursdays.

The appointment system was well managed and sufficiently flexible to respond to peoples' needs. The availability of appointments was regularly reviewed to ensure capacity met demand. People told us on the day that they were able to get appointments when they needed them.

Results from the national GP patient survey showed that practice received scores that were comparable to or higher than local and national averages for patient satisfaction with how they could access care and treatment. For example:

- The percentage of respondents who gave a positive answer to 'Generally how easy is it to get through to someone at your GP surgery on the phone' was 66% compared to a CCG average of 63% and a national average of 71%.
- The percentage of patients who were 'very satisfied' or 'fairly satisfied' with their GP practice opening hours was 75% (CCG average 76%, national average of 76%).
- 83% said they were able to get an appointment the last time they wanted to see or speak with a GP or nurse (CCG average 81%, national average 84%).
- 84% of patients described their experience of making an appointment as good (CCG average 69%, national average 73%).

The practice had a system in place to assess whether a home visit was clinically necessary; and the urgency of the need for medical attention. These assessments were done by a telephone triage system. In cases where the urgency of need was so great that it would be inappropriate for the patient to wait for a GP home visit, alternative emergency care arrangements were made. Clinical and non-clinical staff were aware of their responsibilities when managing requests for home visits.

The practice was located in a fully accessible purpose built building. Reasonable adjustments were made and action taken to remove barriers when people found it hard to use or access services. For example, a hearing loop system was available to support people who had difficulty hearing and translation services were available.

Listening and learning from concerns and complaints.

A complaints policy and procedure was in place and information was available to help patients understand the complaints procedure and how they could expect their complaint to be dealt with.

We looked at a sample of complaints received in the last 12 months and found that these had been investigated and responded to in a timely manner and patients had been provided with a thorough explanation and an apology when this was appropriate. Patients had been provided with contact details for referring complaints on to the Parliamentary and Health Services Ombudsman (PHSO) if they were not satisfied with the outcome of their complaint.

Are services responsive to people's needs? (for example, to feedback?)

Complaints were discussed on a regular basis at practice meetings and action had been taken to improve the quality of care and patients' experiences of the service as a result of the learning from complaints.

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Vision and strategy

The practice had a statement of purpose which outlined its aims and objectives. These included; To provide the highest quality NHS medical services available under the NHS; To ensure that patients are seen by the most appropriate healthcare professional as quickly as possible as dependent upon their presenting complaint; To focus on prevention of disease by promoting good health and prophylactic medicine; To provide patients with an experience and environment that is comfortable, friendly, professional and relaxing and covers all aspects of health and safety requirements; To understand and meet the needs of our patients, involve them in decisions about their care and encourage them to participate fully; To involve other professionals in the care of patients where this is in the patient's best interests; for example, referral for specialist care and advice; To ensure that all members of the staff team have the right skills and training to carry out their duties competently; To continuously improve the lines of communication to patients using the latest technologies as appropriate; To develop new ways to educate and inform patients in order to encourage patients to be pro-active in their health and wellbeing.

The provider had knowledge of and incorporated local and national objectives. They worked alongside commissioners and partner agencies to improve and develop the primary care provided to patients in the locality.

Governance arrangements

Effective arrangements were in place to govern the service and ensure good outcomes were provided for patients.

- There were arrangements for identifying, recording and managing risks and for implementing actions to mitigate risks.
- A range of checks and audits were in place to monitor the service provided.
- The system for the reporting and management of significant events was effective and learning gained from the investigation of events was used to drive improvements.
- The GPs used evidence based guidance in their clinical work with patients.

- The provider had a clear understanding of the performance of the practice. The practice used the Quality and Outcomes Framework (QOF) and other performance indicators to measure their performance. The QOF data showed that the practice achieved results comparable to other practices locally and nationally for the indicators measured.
- Clinical audits were carried out to evaluate the operation of the service and the care and treatment provided and to improve outcomes for patients.
- The clinical system was used effectively to ensure patients received the care and treatment they required.
- The GPs had been supported to meet their professional development needs for revalidation (GPs are appraised annually and every five years they undergo a process called revalidation whereby their licence to practice is renewed. This allows them to continue to practise and remain on the National Performers List held by NHS England).
- There were clear methods of communication across the staff team. Records showed that regular meetings were carried out as part of the quality improvement process to improve the service and patient care.
- Practice specific policies and standard operating procedures were available to all staff. Staff we spoke with knew how to access these and any other information they required in their role.

Leadership and culture

On the day of the inspection the provider demonstrated that they had the experience, capacity and capability to run the practice and ensure high quality care. They prioritised safe, high quality and compassionate care.

The provider encouraged a culture of openness and honesty. The provider was aware of and had systems in place to ensure compliance with the requirements of the duty of candour. (The duty of candour is a set of specific legal requirements that providers of services must follow when things go wrong with care and treatment). The processes for reporting concerns were clear and staff told us they felt confident to raise any concerns without prejudice.

There was a clear leadership and staffing structure and staff were aware of their roles and responsibilities. Staff in all

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

roles felt supported and appropriately trained and experienced to meet their responsibilities. Staff had been provided with training linked to their roles and responsibilities.

Seeking and acting on feedback from patients, the public and staff

The practice actively encouraged and valued feedback from patients and acted upon this. The practice had an established and engaged patient participation group (PPG). We spoke with three members of the PPG and told us they attended regular meetings with the practice and they gave us examples of how the practice had made improvements to the service in response to their feedback.

The practice also sought patient feedback by utilising the Friends and Family test. The NHS Friends and Family test (FFT) is an opportunity for patients to provide feedback on the services that provide their care and treatment. It was

available in GP practices from 1 December 2014. Results showed that the majority of patients who had completed the survey were either extremely likely or likely to recommend the practice.

The practice used information from complaints received to make improvements to the service. A periodic review of complaints was carried out to identify any themes or trends and to ensure they had been acted on appropriately.

Staff were involved in discussions about how to develop the service and encouraged to provide feedback about the service through a system of regular staff meetings and appraisals.

Continuous improvement

There was a focus on continuous learning and improvement at all levels within the practice. This included the practice being involved in local schemes to improve outcomes for patients. There were plans for the practice to become a training practice for GPs.