

# The Loxford Practice

## 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 caring?

Good



Are services responsive to people's needs?

Requires improvement



# Key findings

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## Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Loxford Practice on 29 March 2017. The overall rating for the practice was requires improvement. The full comprehensive report on the March 2017 inspection can be found by selecting the 'all reports' link for The Loxford Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 7 March 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 29 March 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- Staff treated patients with kindness, respect and dignity.
- The practice had made efforts to establish a carers register. The practice now identified over 1% of their registered patients as being carers.
- Results from the National GP Patient Survey showed the practice scored lower than local and national averages for patient satisfaction regarding access to the practice.

There are areas of practice where the provider should make improvements.

- Continue to engage with patients regarding easier access to the practice by telephone
- Review the service and care provided by the nursing team in relation to low patient satisfaction scores

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

# The Loxford Practice

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

Our inspection team was led by a CQC lead inspector.

## Background to The Loxford Practice

The Loxford Practice is located in a residential and commercial area of the London Borough of Redbridge. The practice is located on the ground floor of a purpose built local NHS building, which is home to several other healthcare providers. The immediate roads around the practice are subject to permit-only parking, however parking is available on roads approximately 5-6 minutes walk from the practice. The practice has bays for parking for patients (including disabled patients) at the side of the practice. The nearest bus stop is approximately one minute from the practice.

There are approximately 16000 patients registered at the practice. Statistics show high to moderate income deprivation among the registered population. Information published by Public Health England rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The registered population is slightly higher than the national average for those aged 25-39. Patients registered at the practice come from a variety of backgrounds including Asian, Western European, Eastern European and African Caribbean.

Care and treatment is delivered by six (salaried, self-employed and a clinical director) doctors (four female and two male) who provide thirty one clinical sessions

weekly. There are four practice nurses and two nurse practitioners (female) who provide twenty-one sessions weekly. In addition, there are three practice pharmacists (two male, one female including a prescribing pharmacist) who provide twenty four sessions a week, and three healthcare assistants (female) who provide fourteen sessions weekly. The practice has recently employed a physician associate (male). Sixteen administrative and reception staff (including two senior administrators) work at the practice and are led by an operations manager, two practice managers and a regional manager.

The practice reception opening times are:-

- 8am – 6:30pm (Monday, Tuesday, Wednesday, Thursday, Friday)
- 9am – 1pm (Saturday)

Clinical sessions are as follows:-

- 8am – 6pm (Monday, Tuesday, Wednesday, Thursday, Friday)
- 9am – 1pm (Saturday)

The practice offers extended hours surgery on Saturday morning. Patients can book appointments in person, by telephone and online via the practice website.

Patients requiring a GP outside of practice opening hours are advised to contact the NHS GP out of hours service on telephone number 111.

The practice has an Alternative Provider Medical Services (APMS) contract. APMS contracts are nationally agreed between the local clinical commissioning group and NHS England. The practice is registered to provide the following regulated activities:-

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury

# Detailed findings

- Maternity and midwifery services
- Family Planning
- Surgical procedures

NHS Redbridge Clinical Commissioning Group (CCG) is the practice's commissioning body.

## Why we carried out this inspection

We undertook a comprehensive inspection of The Loxford Practice on 29 March 2017 under Section 60 of the Health

and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report following the inspection in March 2017 can be found by selecting the 'all reports' link for The Loxford Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of The Loxford Practice on 7 March 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

# Are services caring?

## Our findings

At our previous inspection on 29 March 2017, we rated the practice as requires improvement for providing caring services as the practice had identified less than 1% of carers from its patients list.

We found arrangements had improved when we undertook a follow up inspection of the service on 7 March 2018. The practice is now rated as good for providing caring services.

### Kindness, respect and compassion

Staff treated patients with kindness, respect and compassion.

- Staff understood patients' personal, cultural, social and religious needs.
- The practice gave patients timely support and information.
- Reception staff knew that if patients wanted to discuss sensitive issues or appeared distressed they could offer them a private room to discuss their needs.

As this inspection was a focussed follow-up, comment cards were not sent to the practice as part of the inspection process. We asked the practice to provide us with the results of the NHS Friends and Family Test for the past fourteen months which revealed that 958 out of 1080 patients would recommend the practice. We spoke with two patients who were also members of the practice's Patient Participation Group who told us that they were happy with the services provided at the practice.

At our last inspection in March 2017, we did not have any data from the National GP Patient Survey as the survey at that time related to services provided by the previous provider at this location. Results from the July 2017 annual National GP patient survey showed patients felt they were treated with compassion, dignity and respect. Three hundred and ninety one surveys were sent out and 83 were returned. This represented less than 1% of the practice population. The practice was below CCG and national averages for its satisfaction scores on consultations with GPs and nurses. For example:

- 76% of patients who responded said the GP was good at listening to them compared with the clinical commissioning group (CCG) average of 86% and the national average of 89%.

- 80% of patients who responded said the last GP they saw was good at explaining tests and treatments compared with the CCG average of 83% and the national average of 86%.
- 90% of patients who responded said they had confidence and trust in the last GP they saw compared with the CCG average of 94% and the national average of 95%.
- 88% of patients who responded said they had confidence and trust in the last nurse they saw compared with the CCG average of 94% and the national average of 97%.
- 76% of patients who responded said the last nurse they spoke to was good at treating them with care and concern compared with the CCG average of 83% and the national average of 91%.

### Involvement in decisions about care and treatment

Staff helped patients be involved in decisions about their care and were aware of the Accessible Information Standard (a requirement to make sure that patients and their carers can access and understand the information they are given):

- Interpretation services were available for patients who did not have English as a first language. We saw notices in the reception areas, including in languages other than English, informing patients this service was available. Patients were also told about multi-lingual staff who might be able to support them.
- Staff communicated with patients in a way that they could understand, for example, communication aids and easy read materials were available.
- Staff helped patients and their carers find further information and access community and advocacy services.

The practice proactively identified patients who were carers. The practice had a sign in the reception area asking patients who were also carers to make themselves known to practice staff. The practice's computer system alerted GPs if a patient was also a carer. The practice had identified 167 patients as carers which equated to just over 1% of the practice list. The practice told us that following the March 2017 inspection, they had been working diligently towards ensuring that patients with caring responsibilities were

## Are services caring?

identified correctly on the practice's electronic registers. In addition, the practice has added questions to the patient's questionnaire for new registration adults to capture any carer details.

- The practice had information for carers on site and also on the practice website. The practice website had pages which signposted carers to local and national services which cater specifically to the needs of carers
- Staff told us that if families had experienced bereavement, their usual GP contacted them or sent

them a sympathy card. This call was either followed by a patient consultation at a flexible time and location to meet the family's needs and/or by giving them advice on how to find a support service.

### Privacy and dignity

The practice respected and promoted patients' privacy and dignity.

- Staff recognised the importance of patients' dignity and respect.
- The practice complied with the Data Protection Act 1998.

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

At our previous inspection on 29 March 2017 we rated the practice as requires improvement for providing responsive services in respect of patient access to services at the practice, and in particular, to patient access to the practice services by telephone.

These arrangements had improved, however not sufficiently when we undertook a follow up inspection on 7 March 2018. The practice remains as requires improvement for providing responsive services.

### Responding to and meeting people's needs

The practice organised and delivered services to meet patients' needs. It took account of patient needs and preferences.

- The practice understood the needs of its population and tailored services in response to those needs. The practice offered extended opening hours on a Saturday morning, a practice website with online services such as repeat prescription requests, advanced booking of appointments and pages offering self-care advice for common ailments. Patients who had registered were able to book appointments up to six weeks in advance online.
- The facilities and premises were appropriate for the services delivered. The practice clinical rooms were all located on the ground floor. Patients could check-in at either at reception or using the self check-in machines which were situated in the reception area.
- The practice made some reasonable adjustments when patients found it hard to access services. The practice website could be translated into over 100 different languages.
- Care and treatment for patients with multiple long-term conditions and patients approaching the end of life was coordinated with other services.
- Longer appointments were available for older patients and patients with learning disabilities. Home visits were available as well as telephone consultations with a clinician.
- The practice had a jayex board and screen in the patient waiting area which displayed relevant health promotional content.

- The practice offered patients online consultations with clinical staff through the 'Message my GP' function on the practice website.

### Timely access to the service

Patients were able to access care and treatment from the practice within an acceptable timescale for their needs.

- Patients had timely access to initial assessment, test results, diagnosis and treatment.
- Waiting times, delays and cancellations were minimal and managed appropriately.
- Patients with the most urgent needs had their care and treatment prioritised.
- The appointment system was easy to use.

Results from the July 2017 annual National GP Patient Survey showed that patients' satisfaction with how they could access care and treatment was generally below local averages and national averages.

- 73% of patients who responded were satisfied with the practice's opening hours compared with the clinical commissioning group (CCG) average of 70% and the national average of 76%.
- 24% of patients who responded said they could get through easily to the practice by phone compared with the CCG average of 51% and the national average of 71%.
- 58% of patients who responded said that the last time they wanted to speak to a GP or nurse they were able to get an appointment compared with the CCG average of 76% and the national average of 84%.
- 55% of patients who responded said their last appointment was convenient compared with the CCG average of 68% and the national average of 81%.
- 41% of patients who responded described their experience of making an appointment as good compared with the CCG average of 58% and the national average of 73%.
- 26% of patients who responded said they don't normally have to wait too long to be seen compared with the CCG average of 43% and the national average of 58%.

We spoke with the practice regarding the low National GP Patient Survey scores in relation to patient access, as this was the first full survey conducted since the current provider commenced providing services at this location. The provider informed us (and provided evidence by way of

# Are services responsive to people's needs?

(for example, to feedback?)

their own patient survey results data, the results of the monthly Friends and Families test and action plans for the practice based on the results of the survey and tests) that they were aware that access to the practice via the telephone, as well as patient satisfaction with nursing services were areas of continuous improvement for them.

They hoped that once the action plans that had been devised (to address the areas of concern) had been in place and functioning for a period of time, that there would be an improvement in patient perception of access to the practice and some services provided, which in turn would result in future increased patient satisfaction scores.