

# Needham Market Country Practice

## Inspection report

Barking Road,  
Needham Market,  
Ipswich,  
Suffolk,

Tel: 01449 720666

Website: <http://www.needhamsurgery.co.uk>

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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

Are services responsive?

**Good**



# Overall summary

This practice is rated as good overall. At our last inspection 3 May 2018, the practice was rated as good overall, with requires improvement for providing responsive services. This was because results from the July 2017 annual national GP patient survey showed that patients' satisfaction with how they could access care and treatment was below local and national averages. Patient access by telephone was difficult, with patients often attending the practice in person to book an appointment. All the learning points from complaints had not been recorded or shared with the whole practice team. We undertook a desk based inspection on 20 August 2019 to check the practice had made improvements.

At this inspection we found:

- The practice had reviewed and improved access for patients accessing the practice by telephone. The practice could demonstrate the increased uptake of eConsult, an online service, with 19 consultations per week in January 2019, to 305 per week in August 2019. With the increase of patients using this service, the number of calls to the practice per month had reduced by 401, from March to July, which had reduced the pressure on the telephone system. The practice manager advised this had generated appointment capacity for patients who did need a face to face appointment.
- The practice obtained patient feedback from surveys, Healthwatch Suffolk and community advocate engagement, and made changes to the service based on that feedback. All available reception staff prioritised answering the telephone and worked at the reception desk at times of peak patient demand and additional staff had been recruited to work on busier days.

- Patient feedback obtained through the national GP patient survey had improved; there was no statistical variation between the practice and CCG and England averages for indicators which related to access.
- The practice had a three month service plan which included initiatives to improve patient feedback, maximise the use of the eConsult system and complaint handling. Actions were discussed at weekly partner meetings and the plan was monitored and updated.
- The practice had improved the documentation of meetings. Meeting minutes we reviewed were sufficiently detailed to ensure staff who had not been present would receive the information.
- Learning from complaints and significant events were recorded and we saw evidence these were shared with the practice team.
- 36 out of 44 patients with a learning disability had received a health check within the last 12 months. Four of the eight remaining patients had an appointment booked in September 2019. The practice had met with the learning disability nurse to improve the service they offered. The practice undertook some health checks in the patient's home and sent a letter and telephoned patients before their appointment to increase uptake.

The areas where the provider should make improvements are:

- Continue to drive improvements for patients accessing the practice by telephone.

**Details of our findings and the evidence supporting our ratings are set out in the evidence table.**

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of General Practice

## 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

Our inspection team was led by a CQC lead inspector.

## Background to Needham Market Country Practice

- Needham Market Country Practice is situated on the outskirts of Needham Market, Suffolk and provides General Medical Services to approximately 12,500 patients. The practice is in a rural area and, for those patients who prefer or without transport, the practice offers appointments in the nearby village of Somersham and Claydon. We did not visit these sites during this inspection. At the main site there is a dispensary for those patients who are entitled to use it. We did not visit this as part of our inspection.
- The practice has a team of eight GPs, four female and four male, to meet patients' needs. Seven of the GPs are partners, meaning they hold managerial and financial responsibility for the practice and one is a salaried GP. There is a nursing team of one advanced nurse practitioner, who prescribes, four practice nurses, and another was due to start in September, two health care assistants and three phlebotomists who run a variety of appointments such as long term conditions, minor illness and family health. There is a dispensary manager and a team of dispensers. In addition, there is one practice administrator and a team of non-clinical administrative, secretarial and reception staff who support the practice manager.
- The practice is open between 8.30am and 6.30pm on Monday, to Friday and 8.45am to midday on Saturday. Out of hours services are provided by Suffolk GP Federation via the 111 service. According to information taken from Public Health England, the practice has a higher than average number of patients aged 75+ years, and a lower than average number of patients 15-34 years, compared to the practice average across England. The practice area is one of the least deprived areas within England, according to information taken from Public Health England's index of multiple deprivation score.