

Dr J Freel & Partners

Quality Report

High Street
Great Waking
Essex
SS3 0HX

Tel: 01702 216545

Website: www.wakingmedicalcentre.co.uk

Date of inspection visit: 15 May 2017

Date of publication: 14/06/2017

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 effective?

Good



Summary of findings

Contents

Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Our inspection team	4
Background to Dr J Freel & Partners	4
Why we carried out this inspection	4
How we carried out this inspection	4

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr J Freel & Partners on 2 November 2016 following an inspection in March 2016 where the practice was rated as inadequate overall. The inspection in November 2016 showed the practice had made improvements and was rated as good overall. However the practice was found to be requires improvement for providing effective services. The full comprehensive reports on the March and November 2016 inspections can be found by selecting the 'all reports' link for Dr J Freel & Partners on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 15 May 2017 to confirm that the practice had carried out

their plan to make the improvements required identified in our previous inspection on 2 November 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is rated as good for providing effective services.

Our key findings were as follows:

- Improvements had been made in the management of patients with poor mental health and patients with dementia receiving a face to face review.

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 effective?

The practice is now rated as good for providing effective services.

- Improvements had been made in the management of patients with poor mental health and patients with dementia receiving a face to face review.
- Action plans had been implemented

Good



Dr J Freel & Partners

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Dr J Freel & Partners

Dr J Freel & Partners, also known as Wakering Medical Centre is located on the main road in the village of Great Wakering in Essex. The practice is situated in a purpose built premises and has a list size of 10,425 patients from Great Wakering and the surrounding area of Southend. The practice has parking available for staff and patients and provides access for disabled patients.

- The practice serves a larger than average population of people aged 45 years and over. For example, a quarter of the practice population were 65 years or over. It serves a deprived community. Male life expectancy is below the local average but in line with the national average. Female life expectancy is comparable with local and national averages.
- There are five GP partners; three work full time and two work half time. There are three practice nurses who work part time and a health care assistant. There is a practice manager and a team of administrative staff including medical secretaries and receptionists. There is a practice dispensary with two full time dispensers.
- The practice is open between 8am and 6.30pm Monday to Friday with late opening for GP appointments till 8pm on Mondays. Appointments are staged between the GPs to provide greater patient access. Clinical appointments are available throughout their opening hours.

- The dispensary is open Monday to Friday from 9 am to 1pm and 3pm to 6pm.
- Weekend appointments are available from the local GP Alliance at an alternative location.
- When the practice is closed patients are signposted to call 111 for out of hours care provided by IC14.

Why we carried out this inspection

We undertook a comprehensive inspection Dr J Freel & Partners on 2 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall. However the practice was found to be requires improvement for providing effective services. The full comprehensive reports following the inspection on November 2016 can be found by selecting the 'all reports' link for Dr J Freel & Partners on our website at www.cqc.org.uk.

We undertook a follow up desk-based review of Dr J Freel & Partners on 15 May 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care.

How we carried out this inspection

We carried out a desk-based focused inspection of Dr J Freel & Partners on 15 May 2017. This involved reviewing evidence that:

- Showed improvements in the Quality and Outcomes Framework.

Detailed findings

- Actions completed since the inspection in November 2016.

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 effective?

(for example, treatment is effective)

Our findings

At our previous inspection on 2 November 2016, we rated the practice as requires improvement for providing effective services as data from the Quality and Outcomes Framework showed patient outcomes were mixed in comparison to the locality and compared to the national average.

These arrangements had significantly improved when we undertook a follow up inspection on 15 May 2017. The practice is now rated as good for providing effective services.

Management, monitoring and improving outcomes for people

The practice used the information collected for the Quality and Outcomes Framework (QOF) and performance against national screening programmes to monitor outcomes for patients. (QOF is a system intended to improve the quality of general practice and reward good practice).

The QOF results from 2015/2016 showed the practice achieved 82% of the total points available and this was 9% below the CCG average and 13.4% below the national average.

The submitted QOF data (unverified) from the practice for 2016/17 showed that the practice had achieved 97% of the total points available, an increase of 15% from the previous year. The practice had implemented an action plan following the inspection in November 2016 which had identified all the areas that they needed to work on including those patients with dementia and those suffering from mental health. The action plan was updated and reviewed in February 2017.

Mental health data had improved from 70% of the total points available in 2015/16 to 98% in 2016/17. Patients with dementia data had also improved from 63% of the total points available to the practice achieving 100% in 2016/17.

The practice had an action plan for the 2017/18 year which identified all the areas with actions required and timescales and frequency for completion.