

The Swan Medical Centre

Quality Report

4 Willard Road

Yardley

Birmingham

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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 responsive to people's needs?

Good



Key findings

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Letter from the Chief Inspector of General Practice

We previously carried out an announced comprehensive inspection at The Swan Medical Centre on 14 November 2016. The overall rating for the practice was good, with good ratings in safe, effective, caring and well-led services and requires improvement rating in responsive services. The full comprehensive report on the November 2016 inspection can be found by selecting the 'all reports' link for The Swan Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 12 February 2018 to confirm that the practice had carried out improvements in relation to the areas of improvements we identified in our previous inspection on 14 November 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- The practice had made significant improvements to ensure all staff were kept informed of significant events and any related learning.

- The practice had implemented an audit process for its stock of vaccines. Vaccine stock was stored and managed appropriately.
- Patient feedback remained mixed regarding telephone access. However, the practice had made significant improvements to its process of monitoring the effectiveness of actions taken regarding telephone access.

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Continue to explore options to improve telephone access further and continue to monitor the effectiveness of actions taken regarding patient telephone access.
- Consider monitoring trends in incidents and complaints to further identify areas of improvement or areas where they are doing well.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

The Swan Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team consisted of a CQC Lead Inspector, and a CQC inspection manager.

Background to The Swan Medical Centre

The Swan Medical Centre provides primary care services to its registered list of approximately 8100 patients. The practice is situated at 4 Willard Road Yardley, Birmingham B25 8AA. The practice catchment area is classed as within the group of the second most deprived areas in England relative to other local authorities.

The practice has a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services.

Practice staff comprises of four GP partners, an advanced nurse practitioner, a practice nurse, two health care assistants and a phlebotomist. The clinical team are supported by a practice manager, reception and administration staff. The Swan Medical Centre is also a teaching and training practice providing placements for GP registrars on a six month rotational basis. (GP registrars are qualified doctors training to specialise in General Practice). At the time of our inspection there was one GP registrar on placement.

The practice is located on two floors, the ground floor contains reception, waiting areas, consulting rooms and

disabled toilet facilities and treatment rooms, whilst training rooms and administration offices are situated on the first floor. There is step free access into the building and access for those in wheelchairs or with pushchairs.

The practice is open between 8.30am and 6.30pm Monday to Friday, the exception being Wednesday when the practice is open between 8.30am and 1pm. GP appointments are available between 8.30am and 11.50am and 2.30pm and 5.50pm. The practice is closed at weekends. The practice does not provide an out-of-hours service but employs the use of Primecare to provide out-of-hours service to patients.

Why we carried out this inspection

We previously carried out an announced comprehensive inspection of The Swan Medical Centre on 14 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The overall rating for the practice was good, with good ratings in safe, effective, caring and well-led services and requires improvement rating in responsive services. The full comprehensive report on the November 2016 inspection can be found by selecting the 'all reports' link for The Swan Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 12 February 2018 to confirm that the practice was still meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to check additional improvements made since our previous inspection on 14 November 2016.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

At our previous inspection on 14 November 2016, we rated the practice as requires improvement for providing responsive services as the arrangements in respect of monitoring the effectiveness of actions taken following patient feedback, in particular regarding patient telephone access needed improving.

These arrangements had significantly improved when we undertook a follow up inspection on 12 February 2018. The practice is now rated as good for providing responsive services.

What we found as part of our inspection in February 2018

Timely access to the service

The practice had made improvements to obtaining and monitoring patient feedback.

Since our November 2016 inspection, the practice had developed an appropriate action plan to improve telephone access, and they were monitoring the impact of their actions through patient feedback at regular intervals. The practice had increased the number of phone lines and staff working arrangements had been amended to ensure all telephone lines were manned during the busiest periods. The monitoring of these actions had shown improved patient satisfaction. There was an embedded system of continued monitoring.

Results from the July 2017 annual national GP patient survey showed that patients' satisfaction with how they could access care and treatment had improved compared to results from the July 2016 survey. 311 surveys were sent out and 113 were returned. This represented about 1% of the practice population.

- 64% of patients who responded were satisfied with the practice's opening hours, this was comparable with the clinical commissioning group (CCG) average of 74% and the national average of 76%.
- 39% of patients who responded said they could get through easily to the practice by phone; compared with the CCG average of 59% and national average of 71%. Although this result was still below the CCG and national average, it had improved from the previous result of 24%.

- 82% 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 80% and national average of 84%.
- 82% of patients who responded said their last appointment was convenient compare with the CCG average of 75% and national average of 81%.
- 61% of patients who responded described their experience of making an appointment as good; compared with the CCG average of 66% and national average of 73%. This had improved by 3% since the last survey and was more comparable to national and CCG averages.
- 61% of patients who responded said they don't normally have to wait too long to be seen compared with the CCG average of 51% and national average of 58%.

Improved patient satisfaction was supported by surveys carried out by the practice. Since our last inspection in November 2016 the practice had carried out four surveys to assess how easily patients found it to contact the surgery by telephone. The surveys were carried out in December 2016, March, August and November 2017.

We saw from these surveys, the number of patients who found it easy to contact the surgery by telephone had improved from 60% in December 2016 to 80% in November 2017.

We also saw from these surveys patients reported they generally found it easier to get through late morning or in the afternoon. The practice were aware it was particularly busy in the morning and advised patients to call late morning when requesting test results or repeat prescriptions, and encouraged patients to use their online services.

The practice's information leaflet advised patients on the best time to call, and on the various ways in which patients can make an appointment.

The practice also used a text messaging service to get feedback from patients about their appointment. We reviewed the results for January and February 2018. There had been 85 responses, three of these had been negative in relation to telephone access. The responses were anonymous and the practice were not able to contact patients in relation to their feedback, however we saw the practice was sharing this feedback amongst staff.

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

We saw from meeting minutes the practice had discussed the issue of poor telephone access with members of their PPG (patient participation group). They were open about their national GP patient survey results and results of their own surveys.

During our inspection we spoke with nine patients. Six of these patients told us they had experienced difficulties with telephone access, with some favouring to come into the practice to make appointments.

The practice were aware telephone access was an ongoing issue and had an action plan where they would continue to review services and improve telephone access. The practice told us they were trying to improve access by advertising online services, advising patients of the best time to ring depending on what their request was. The practice had also started to allow patients to book on the day appointments online from 8.30am each day.