

Abbey Medical Centre

Quality Report

Abbey Medical Centre
1 Harpour Road
Barking
Essex
IG11 8RJ
Tel: 0208 090 8106

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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?

Requires improvement



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 Abbey Medical Centre on 2 August 2016. The overall rating for the practice was good, however we rated the caring key question as requires improvement. The full comprehensive report on the 2 August 2016 inspection can be found by selecting the 'all reports' link for Abbey Medical Centre on our website at www.cqc.org.uk.

We conducted a desk based focused inspection on 1 November 2017 to check that the provider had followed their action plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to those requirements. (A desk based focused inspection means the provider was able to send us evidence of the action taken to address the issues previously found rather than visiting the practice).

Our key finding was as follows:

- Results from the most recent national GP patient survey showed the practice was still below local and national averages for some aspects of care.

The area where the provider should make improvement is:

- Monitor and work to improve patient survey results so that they are in line with national averages.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Abbey Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

The desk-based inspection was undertaken by a lead CQC inspector.

Background to Abbey Medical Centre

Abbey Medical Centre is located in the London Borough of Barking and Dagenham in East London and is part of Barking & Dagenham Clinical Commissioning Group (CCG). CCGs are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area. Abbey Medical Centre has a patient list of approximately 7,200. Approximately 6% of patients are aged 65 or older (compared to the 17% national average) and approximately 30% are under 18 years old (compared to the 21% national average). Fifty one percent have a long standing health condition (compared to the 54% national average) and practice records indicate that just over 1% of patients have carer responsibilities. The services provided by the practice include child health care, ante and postnatal care, immunisations, sexual health and contraception advice and management of long term conditions.

The staff team comprises one female lead GP (8 sessions per week), two salaried GPs (one male, one female

providing 15 sessions), one male long term sessional GP (two sessions) one female nurse prescriber (6 sessions), one female practice nurse (8 sessions), one female health care assistant (5 sessions), a practice manager and a range of administrative staff.

The practice operates a branch location at Vicarage Field Health Centre (approximately two kilometres away). Clinical and non- clinical staff work across both sites.

The two locations' opening hours are:

- Monday 8:30am – 8pm (main site) 9am - 6.30pm (branch site)
- Tuesday 8:30am – 6.30pm (main site) 9am to 8pm (branch site)
- Wednesday 8:30am – 8pm (main site) 9am to 6.30pm (branch site)
- Thursday 8:30am – 6:30pm (main site) 9am to 2pm (branch site)
- Friday 8:30am – 6:30pm (main site) 9am- 6.30pm (branch site)

Appointments are available at the following times

- Monday 9:30am - 12:30pm, 2pm-7.20pm
- Tuesday 9:30am - 12:30pm, 1pm-7.20pm
- Wednesday 9:30am - 12:30pm, 2pm –7.20pm
- Thursday 9:00am - 6.00pm
- Friday 9:00am - 12:00pm; 4pm-6pm.

Are services caring?

Our findings

We rated the practice, and all of the population groups, as requires improvement for caring.

At our previous inspection on 2 August 2016, we rated the practice as requires improvement for providing caring services as the practice could not demonstrate they had an action plan in place to improve lower than average GP patient survey results.

When we re-inspected the service on 1 November 2017 we found the practice had taken steps to address this issue, however in house survey results as well as recently published GP patient survey results were still below national averages. The practice remains rated as requires improvement for providing caring services.

Kindness, respect and compassion

At the inspection on 2 August 2016 results from the national GP patient survey showed that patient's satisfaction scores on consultation with GPs and nurses were below local and national averages. At this inspection evidence received from the provider demonstrated they were proactive in improving patient satisfaction. For instance, the practice undertook an internal patient survey and used questions which were similar to those used in the GP patient survey. Results collated and summarised between June and October 2017 showed slight improvement for example, when we inspected in August 2016 67% of patients surveyed said the last GP was good at treating them with care and concern compared to the in house survey of 69%. We reviewed minutes of meeting where the practice discussed these results and documented notes showed systems were put in place to address these concerns, for example, the practice felt poor retention of clinical staff may have contributed to below average survey results. Results from the Friends and Families Test showed 95% of patients were likely to recommend this practice. We also saw that patients spoke positively about the practice as highlighted in one of the local newspapers.

We noted from the results published in July 2017 that the practice was still performing below local and national averages. For example:

- At the inspection of 2 August 2016, 75% of patients said the GP was good at listening to them compared to the

clinical commissioning group (CCG) average of 81% and the national average of 89%. Results published in July 2017 showed this was now 74% which was still below local and national averages of 81% and 89% respectively.

- At the inspection of 2 August 2017, 73% of patients said the GP gave them enough time compared to the CCG average of 79% and the national average of 87%. There was no improvement at 66%, this was significantly lower than the local and national averages of 77% and 86% respectively.
- At the inspection of 2 August 2016, 88% of patients said they had confidence and trust in the last GP they saw compared to the CCG average of 90% and the national average of 95%. Results published in July 2017 showed the practice was still in line with CCG and national averages for this question.
- At the inspection of 2 August 2016, 67% of patients said the last GP they spoke to was good at treating them with care and concern compared to the national average of 85%. When we undertook our follow up inspection we noted that at 66%, this was considerably lower than the national average of 86%.
- At our previous inspection, 81% of patients said the last nurse they spoke to was good at treating them with care and concern compared to the national average of 91%. The practice's performance was comparable to the local CCG, however at 76% this was below the national average of 91%.
- At our previous inspection, 78% of patients said they found the receptionists at the practice helpful compared to the CCG average of 84% and the national average of 87%. At this inspection, the survey results showed the practice's performance was comparable to CCG and national averages at 83% and 87% respectively.

Based on the national GP patient and in house survey results, initiatives were proposed and put in place to improve patients experience, for example, the practice accepted that there was an over reliance on the use of locum GPs that led to patient's dissatisfaction. A plan was implemented on how the practice intended to retain clinical staff.

Involvement in decisions about care and treatment

At our inspection on 2 August 2016, results from the national GP patient survey showed that patients responded less positively to questions about their

Are services caring?

involvement in planning and making decisions about their care and treatment when compared to local and national averages. At this inspection on 1 November 2017 results were somewhat comparable to the local CCG, however they were still below national averages. For example:

- At the previous inspection on 2 August 2016, 71% of patients said the last GP they saw was good at explaining tests and treatments compared to the CCG average of 79% and the national average of 86%. At 71% this was still below the CCG average of 78% and national average of 86% when we undertook our follow up inspection on 1 November 2017.
- At our previous inspection, 59% of patients said the last GP they saw was good at involving them in decisions about their care compared to the national average of 82%. At 69% this was now comparable to the local CCG average of 72%, but below the national average of 82%.
- At our previous inspection, 77% of patients said the last nurse they saw was good at involving them in decisions about their care compared to the national average of 85%. At this inspection survey results showed the practice's performance was comparable to the CCG average of 78% and national average of 85%.