

Newbury Group Practice

Inspection report

Newbury Park Health Centre
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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 location

Good 

Are services responsive?

Good 

Overall summary

We carried out an announced comprehensive inspection at Newbury Group Practice on 4 September 2017. The overall rating for the practice was Good. The full comprehensive report on the September 2017 inspection can be found by selecting the 'all reports' link for Newbury Group Practice on our website at www.cqc.org.uk.

This inspection was a focused follow-up inspection carried out on 26 October 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 4 September 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice remains rated as Good.

Our key findings were as follows:

- The practice provided emergency appointment slots daily, including slots for patients registered with long term conditions and as vulnerable. Parents of children under 12 requesting to see a clinician urgently were given a same day appointment.

- Walk-in appointments were available with the practice nurses.
- The most recent National GP survey scores showed the practice achieved mixed patient satisfaction scores.
- Arrangements with the local hospital ensured that patients attending the accident and emergency department for minor ailments, were redirected back to the practice who offered the patient a same day appointment with a clinical member of staff.

The areas where the provider should make improvements are:-

- Continue monitoring patient satisfaction levels with reference to how patients access services at the practice and the level of care provided at the practice following the results of the 2018 National GP Survey.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Our inspection team

This inspection was conducted by a CQC inspector.

Background to Newbury Group Practice

Newbury Group Practice provides GP primary care services to approximately 14300 people living in Ilford. The practice is located on the ground floor of purpose-built premises. There is parking on the streets nearest to the practice. The nearest bus stop is approximately seven minutes' walk from the practice.

There are two partners and four full-time salaried GPs. There are two male GPs and four female GPs who work a combination of full and part time hours totalling 44 sessions. The practice is a training practice and employs one male trainee GP. Other staff included a female nurse practitioner, two female practice nurses, a female health care assistant, a practice manager and 15 reception and administrative staff.

The practice holds a General Medical Services (GMS) contract commissioned by NHS England. The practice is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder and injury, surgical procedures, family planning and maternity and midwifery services.

The practice is open from 8am to 6.30pm Mondays to Friday. Extended hours appointments are available on Saturdays between 8am and 1.30pm. The telephones were staffed throughout working hours. Appointment slots were available throughout the opening hours. Longer appointments were available for patients who needed them and those with long-term conditions. This also included appointments with a named GP or the nurse. Pre-bookable appointments could be booked up to two weeks in advance; urgent appointments were available for people that needed them.

The out of hours service are provided by an alternative provider. Details of the out of hours service were communicated in a recorded message accessed by calling the practice when closed and details can also be found on the practice website.

The practice provides a wide range of services including child health care and smoking cessation. The practice also provides health promotion services including a flu vaccination programme, travel vaccinations and cervical screening.

Are services responsive to people's needs?

At our previous inspection on 4 September 2017, we rated the practice as requires improvement for providing responsive services as the practice results from the National GP Patient survey showed that patients felt that it was not always easy to access care and treatment at the practice.

These arrangements had improved when we undertook a follow up inspection on 26 October 2018. The practice is now rated as good for providing responsive services.

Timely access to the service

The practice was open from 8am to 6.30pm Mondays to Friday. Extended hours appointments on Saturdays between 8am and 1.30pm. Appointment slots were available throughout the practice opening hours. The out of hours services are provided by an alternative provider and the details of the 'out of hours' service were on a recorded message accessed by calling the practice when closed. Details of the out of hours provider could also be found on the practice website.

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

- Waiting times, delays and cancellations were minimal and managed appropriately.
- Patients with the most urgent needs had their care and treatment prioritised. Priority appointment slots were available daily for patients with long term conditions and vulnerable patients. Each doctor on duty had a daily appointment for a patient who had recently been discharged from hospital. This available appointment would be converted to an emergency appointment if it was not required for a recently discharged patient.
- The practice had redesigned the way telephone calls made to the practice were handled. There was one dedicated member of staff to answer the calls outside of the peak morning times.
- Reminders for patients with upcoming appointments were sent via text message.
- The practice conducted telephone and e-consultations daily.
- Walk-in appointments were available with the practice nurses.
- Home visits are available to patients who are unable to come to the surgery.

- Blood test results were available through a text messaging service. This service was available to patients who had registered for the service and where no further clinical action was required. For those patients who test results needed a follow-up consultation, the practice made telephone contact with the patient to arrange a suitable time for them to attend the practice.
- Access to making and cancelling appointments using a telephone key pad at any time of the day was available to patients.
- Saturday clinics for travel vaccines, immunisations and cervical smears.
- Same day appointments for children 12 and under if requested.

In addition, the practice had made arrangements with the local hospital to refer patients from the practice who attended the accident and emergency department for a minor ailment, back to the surgery on a same-day appointment. The practice told us this was useful for both the hospital and practice as it meant that the local accident and emergency department could focus on dealing with major accidents and emergencies admissions at the hospital and the practice may prevent having unplanned admissions for patients who could have their medical condition diagnosed and treated at the practice.

Results from the National GP Patient Survey published July 2018 showed mixed patient satisfaction with how they could access care and treatment at the practice in comparison to local and national averages.

For example:-

- 50% of patients were satisfied with the practice's opening hours compared to the local clinical commissioning group (CCG) of 58% and the national average of 66%.
- 41% of patients said they could get through easily to the practice by phone compared to the CCG average of 52% and the national average of 70%. This figure had not changed from the 2017 survey results.
- 55% of patients said they were satisfied with the type of appointment they were offered in comparison to the CCG average of 66% and the national average of 74%.
- 63% of patients waited 15 minutes or less after their last appointment time to be seen in comparison to the CCG average of 56% and the national average of 69%.

Are services responsive to people's needs?

- 69% of patients describe their overall experience of the practice as good in comparison to the CCG average of 74% and the national average of 84%.

We spoke with the practice regarding the mixed scores recorded from the National GP Patient Survey. The practice informed us that not all the changes that the practice has now implemented (such as walk-in appointments with the practice nurse) would have taken place at the time the survey was conducted, which was between January and March 2018. The practice hoped that the changes would be reflected in the next National GP Survey results.

The practice had undertaken an on-going quality improvement audit focusing on patient experiences which included gathering views on appointment availability, access to the practice by telephone and the practice opening hours.

The results of the audit showed that in-house surveys conducted by the practice revealed higher satisfaction levels by patients in comparison to the National GP Patients survey 2017 results. As a result of some of the responses received, the practice looked at several options to improve telephone access to the practice, including adding another telephone line and the provision of mobile telephone for staff to make outward calls, so that incoming calls to the practice can be connected more quickly.