

Dr Robert Bailey, Minster Medical Practice

Quality Report

The Thomas Walker Medical 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 service

Good



Are services effective?

Good



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 Dr Robert Bailey on 18 November 2016. The overall rating for the practice was good, with requires improvement for providing effective services. The full comprehensive report on the November 2016 inspection can be found by selecting the 'all reports' link for Dr Robert Bailey on our website at www.cqc.org.uk.

We undertook a desk-based focused inspection to confirm whether the practice had acted upon the areas for improvement identified in our previous inspection on 18 November 2016. This report only covers our findings in relation to those areas.

Overall the practice is now rated as good.

Our key findings were as follows:

- The practice had implemented a new strategy to ensure that outcomes within indicators of the Quality and Outcomes Framework were improved upon from previous years. The practice had achieved below average scores in comparison to local and national averages between 2013 and 2016. The practice sent us details of their most recent, unverified, performance for 2016/2017, which evidenced that significant improvements had been made.
- The practice business continuity plan had been updated with information relevant for its purpose, and copies of it were now kept off site.
- Amendments had been made to the practice complaints policy to ensure that verbal complaints were recorded consistently.

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?

Our desk-top focused inspection on 31 May 2017 found that:

- The practice used the information collected for the Quality and Outcomes Framework (QOF) and performance against national screening programs to monitor outcomes for patients (QOF is a system intended to improve the quality of general practice and reward good practice). A new strategy including arrangements for GPs to improve read coding and the appointment of a lead QOF nurse had been implemented since our last inspection. The most recent results (2016/2017) demonstrated that this had been successful and the practice had achieved 100% of the points available, with 2% exception reporting (exception reporting is the removal of patients from QOF calculations where, for example, the patients are unable to attend a review meeting or certain medicines cannot be prescribed because of side effects). These results had not yet been verified, published or made available to the public.

Good



Dr Robert Bailey, Minster Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based review was completed by a CQC inspector.

Background to Dr Robert Bailey, Minster Medical Practice

Dr Robert Bailey's practice, Minster Medical Practice, is situated within the Thomas Walker Medical Centre in Peterborough, Cambridgeshire. It is contracted to provide general medical services to approximately 4,200 registered patients.

According to information taken from Public Health England, the practice population has a smaller percentage of patients aged 30 to 44 and below 14 in comparison to the national average for practices in England. The practice is in an urban area and compared to national averages has a higher level of deprivation for patients aged over 65.

Income deprivation levels affecting older people and children are higher than the national average. The practice clinical team consists of one lead GP, one regular longstanding locum GP, one nurse practitioner, two practice nurses and two healthcare assistants. They are supported by a practice manager, a secretary and five receptionists / administrators (two of whom also work as health care assistants).

The practice is open Monday to Friday from 8.15am to 6.30pm and offers appointments from 8.30am to 5.45pm excluding lunch hours. Out-of-hours care is provided by Herts Urgent Care via the NHS 111 service and by a collaboration of local practices offering GP care between 8am and 8pm during weekends. Appointments with both GPs and nurses can be booked up to eight weeks in advance.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Robert Bailey on 18 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, with requires improvement for providing effective services. The full comprehensive report following the inspection on 18 November 2016 can be found by selecting the 'all reports' link for Dr Robert Bailey on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of Dr Robert Bailey on 31 May 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now rated as good in all five domains.

How we carried out this inspection

We carried out a desk-based focused inspection of Dr Robert Bailey on 31 May 2017. This involved reviewing evidence that showed:

Detailed findings

- Improvements had been made to the practice's strategy for recording clinical information in line with the Quality and Outcomes Framework in order to monitor outcome for patients.
- We have not revisited Dr Robert Bailey as part of this review as the practice was able to demonstrate they were meeting the standards without the need for a visit.

Are services effective?

(for example, treatment is effective)

Our findings

At our previous inspection on 18 November 2016 we rated the practice as requires improvement for providing effective services.

- The practice used the information collected for the Quality and Outcomes Framework (QOF) and performance against national screening programs to monitor outcomes for patients. QOF is a system intended to improve the quality of general practice and reward good practice. The published results from 2015/2016 showed that the practice had achieved 78% of the total number of points available, which was below the local and national averages of 95%. The practice had achieved below average local and national performance during 2013/14 (76%) and 2014/15 (77%).

These arrangements had improved when we undertook a follow up inspection on 31 May 2017. The practice is now rated as good for providing effective services.

Management, monitoring and improving outcomes for people

- A new strategy including arrangements for GPs to improve read coding and the appointment of a lead QOF nurse had been implemented. The most recent, unverified results (2016/2017) showed that this had been successful and the practice had achieved 100% of the points available, with 2% exception reporting (exception reporting is the removal of patients from QOF calculations where, for example, the patients are unable to attend a review meeting or certain medicines cannot be prescribed because of side effects). These results had not yet been verified, published or made available to the public.

Data from 2016/2017 showed that the practice had achieved:

- 72 of the 86 total points available for diabetes related indicators.
- 45 of the 45 total points available for asthma related indicators.
- 26 of the 26 total points available for mental health related indicators.