

Water Eaton Health Centre

Quality Report

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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?

Good



Are services responsive to people's needs?

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 Water Eaton Health Centre on 16 August 2016. The overall rating for the practice was requires improvement. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Water Eaton Health Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 27 September 2017 to confirm that the practice had carried out the recommended areas where they should make improvements that we identified in our previous inspection on 16 August 2016. This report covers our findings in relation to those improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- Data from the National GP Patient Survey published in July 2017 showed that patients rated the practice below local and national averages for some aspects of care. However, there was some improvement in satisfaction scores from the previous survey published in July 2016.

- The practice had identified 80 patients as carers which equated to approximately 1% of the practice list. They had a carers champion and staff had received training to help them identify carers and the support available to them.
- A new telephone system had been introduced and the appointments system had been reviewed to improve access to the surgery. The practice had completed its own survey to monitor patients' satisfaction with the changes they had implemented.

Additionally where we previously told the practice they should make improvements our key finding was as follows:

- The practice had introduced a Repeat Prescribing Policy. They had recruited a pharmacist who completed medication reviews in addition to the GPs. We reviewed the electronic patient record system and found evidence that processes had been implemented to ensure patients received appropriate blood tests and monitoring when prescribed high risk medicines.
- We reviewed four staff files and found they contained appropriate recruitment checks that included formal checks to establish proof of identification and the right to work in the UK for all staff.

Summary of findings

- Contractual obligations with NHS Property Services for the building maintenance had been established. The practice had an online contact to whom they could report any issues with the building.
- We were informed by the practice that a copy of the business continuity plan was kept off site by the GP partners, the practice manager and the deputy practice manager. We noted that there was also a copy kept in the practice manager's office and on the practice computer system for all staff to access.
- The practice had not documented a business plan but informed us that discussions had been held with regards to future changes to the GP partnership. Plans were in place to recruit a new GP partner, additional nursing staff and to explore the options of recruiting a paramedic to assist with the care of patients with minor illness or injuries.

- We were informed that the practice had consulted with NHS England on how to improve patient participation in cancer screening programmes. We saw evidence of letters that the practice sent to patients who had not responded to screening that advised them of the procedures involved and the benefits of early detection of certain cancers.

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

Importantly, the provider should:

- Continue to identify and ensure support to carers.
- Continue work to ensure improvement to National GP patient survey results.

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 caring?

The practice is rated as good for providing caring services.

Good



- Data from the National GP Patient Survey published in July 2016 showed that patients rated the practice below local and national averages for some aspects of care. Although data from the survey published in July 2017 showed the practice remained below average, some improvements had been made. For example.
 - In 2016, 66% said the GP was good at listening to them, compared to the CCG average of 84% and national average of 89%. In 2017 this had improved to 70%, compared to the CCG average of 85% and national average of 89%.
 - In 2016, 65% said the GP gave them enough time, compared to the CCG average of 81%, and the national average 87%. In 2017 this had improved to 75%, compared to the CCG average of 82%, and the national average 86%.
- The practice had identified 80 patients as carers which equated to approximately 1% of the practice list. All practice staff had received training from Carers MK to help them identify carers and the support available to them.
- The practice had identified a carers champion. There was a carers noticeboard in the patient waiting area and information for carers on the practice website with links for advice on financial and social support.

Are services responsive to people's needs?

The practice is rated as requires improvement for providing responsive services.

Requires improvement



- The practice had installed a new telephone system to improve access to the surgery.
- The appointment system had been reviewed with more appointments available to book online and increased telephone consultations. There had also been an increase in
- Data from the National GP Patient Survey published in July 2017 showed there had been minimal changes to patients' satisfaction with how they could access care and treatment. However, the practice had completed its own survey, in July 2017, to monitor patients' satisfaction with the changes they had implemented.
 - 76% of patients found it easy or sometimes easy to get through to the practice by phone.
 - 48% of patients usually or sometimes got to see or speak to their preferred GP.

Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The provider had resolved the concerns for caring identified at our inspection on 16 August 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



People with long term conditions

The provider had resolved the concerns for caring identified at our inspection on 16 August 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



Families, children and young people

The provider had resolved the concerns for caring identified at our inspection on 16 August 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



Working age people (including those recently retired and students)

The provider had resolved the concerns for caring identified at our inspection on 16 August 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



People whose circumstances may make them vulnerable

The provider had resolved the concerns for caring identified at our inspection on 16 August 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for caring identified at our inspection on 16 August 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



Water Eaton Health Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector and included a GP specialist adviser.

Background to Water Eaton Health Centre

Water Eaton Health Centre provides a range of primary medical services to the residents of Bletchley from its location at Fern Grove, Bletchley, MK2 3HN.

The practice population is pre-dominantly white British with a higher than average below 39 year age range. National data indicates the area is one of high deprivation. The practice has approximately 6,500 patients with services provided under a nationally agreed general medical services (GMS) contract.

There are three GP partners, two male and one female. The nursing team consists of one nurse practitioner, one locum practice nurse and one health care assistant, all female. The practice also employs a female pharmacist. There is a team of administrative and reception staff all led by the practice manager.

The practice is open from 8am to 6.30pm Mondays to Fridays and offers extended opening hours from 6.45am to 8am on Tuesdays, Wednesdays and Thursdays.

When the practice is closed out of hours services are provided by Milton Keynes Urgent Care Services and can be contacted via the NHS111 service.

Why we carried out this inspection

We undertook a comprehensive inspection of Water Eaton Health Centre on 16 August 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report following the inspection in August 2016 can be found by selecting the 'all reports' link for Water Eaton Health Centre on our website at www.cqc.org.uk.

We undertook a focused follow up inspection of Water Eaton Health Centre on 27 September 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 an announced focused inspection of Water Eaton Health Centre on 27 September 2017.

During our visit we:

- Spoke with a GP and the practice manager.
- Reviewed an anonymised sample of the personal care or treatment records of patients.

Looked at information the practice used to deliver care and treatment plans.

Are services caring?

Our findings

At our previous inspection on 16 August 2016, we rated the practice as requires improvement for providing caring services.

We found that the National GP patient survey published in July 2016 rated the practice below local and national averages for some aspects of care. The practice had identified approximately 1% of their patient list as carers.

Some improvements had been made when we undertook a follow up inspection on 9 September 2017. The practice is now rated as good for providing caring services.

Kindness, dignity, respect and compassion

Results from the National GP Patient Survey published in July 2016 showed the practice was below average for its satisfaction scores on consultations with GPs and nurses. For example:

- 66% said the GP was good at listening to them, compared to the CCG average of 84% and national average of 89%.
- 65% said the GP gave them enough time, compared to the CCG average of 81%, and the national average 87%.
- 82% said they had confidence and trust in the last GP they saw, compared to the CCG average of 92% and the national average of 95%.
- 59% said the last GP they spoke to was good at treating them with care and concern, compared to the CCG average of 79% and the national average of 85%.
- 87% said the last nurse they spoke to was good at treating them with care and concern, compared to the CCG average of 90% and the national average of 91%.

We reviewed the results of the most recent National GP Patient Survey published in July 2017 and found that although the practice remained below average for its consultation for its satisfaction scores on consultations with GPs and nurses they had made some improvements. For example:

- 70% said the GP was good at listening to them, compared to the CCG average of 85% and national average of 89%.
- 75% said the GP gave them enough time, compared to the CCG average of 82%, and the national average 86%.

- 82% said they had confidence and trust in the last GP they saw, compared to the CCG average of 94% and the national average of 95%.
- 65% said the last GP they spoke to was good at treating them with care and concern, compared to the CCG average of 81% and the national average of 86%.
- 90% said the last nurse they spoke to was good at treating them with care and concern, compared to the CCG average of 90% and the national average of 91%.

Care planning and involvement in decisions about care and treatment

Results from the National GP Patient Survey published in July 2016 showed patients responded with mixed views to questions about their involvement in planning and making decisions about their care and treatment. Results were generally lower than local and national averages. For example:

- 70% said the last GP they saw was good at explaining tests and treatments, compared to the CCG average of 81% and national average of 86%.
- 62% said the last GP they saw was good at involving them in decisions about their care, compared to the CCG average 76%, national average 82%.
- 82% said the last nurse they saw was good at involving them in decisions about their care, compared to the CCG average 83%, national average 85%.

Results from 2017 showed results remained generally lower than local and national averages. For example:

- 69% said the last GP they saw was good at explaining tests and treatments, compared to the CCG average of 82% and national average of 86%.
- 63% said the last GP they saw was good at involving them in decisions about their care, compared to the CCG average 76%, national average 82%.
- 83% said the last nurse they saw was good at involving them in decisions about their care, compared to the CCG average 83%, national average 85%.

Patient and carer support to cope emotionally with care and treatment

At the inspection in August 2016 the practice had identified 79 patients on the practice list as carers. This was approximately 1% of the practice's patient list.

Following the inspection the practice had identified a member of staff who acted as a carers' champion to help

Are services caring?

ensure that the various services supporting carers were coordinated and effective. All staff had received training from Carers MK in September 2017 to help them identify carers and the support available to them.

There was a carers noticeboard in the patient waiting area and information for carers on the practice website with links for advice on financial and social support. Carers were offered an annual flu vaccination and a health check.

The practice had reviewed its register of carers and found some patients could be removed and identified new ones to add to the register. They currently had 80 patients (1% of the practice's patient list) identified as carers.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

At our previous inspection on 16 August 2016, we rated the practice as requires improvement for providing responsive services.

We found data from the National GP Patient Survey published in July 2016 showed that patients rated the practice below local and national averages for access to the practice.

Survey results indicated that patients found it difficult to make an appointment with a named GP and to get through to the practice by phone.

Whilst some improvements had been made when we undertook a follow up inspection on 27 September 2017 patients continued to highlight issues with access to the service. The practice is still rated as requires improvement for providing responsive services.

Access to the service

Results from the National GP Patient Survey published in July 2016 showed that patients' satisfaction with how they could access care and treatment was below local and national averages. For example,

- 68% of patients were satisfied with the practice's opening hours, compared to the CCG average of 74% and national average of 76%.
- 30% of patients said they could get through easily to the surgery by phone, compared to the CCG average 60% and the national average of 73%.
- 44% of patients said they always or almost always saw or spoke to the GP they preferred, compared to the CCG average of 53% and the national average of 59%.

The practice informed us in response to the survey results and to improve access to care and treatment they had

installed a new telephone system in April 2017. There were more telephone lines into the practice and there were numbered options for patients to choose to get to the right department. They reviewed the appointment system and made available more appointments for patients to book online and increased the amount of same day and up to two days in advance appointments available. The practice also increased the number of telephone consultations on Tuesdays and Thursdays for patients to discuss matters such as test results over the telephone with their GP.

The latest results from the National GP Patient Survey published in July 2017 showed improvement in patient satisfaction some areas although others remained the same. For example,

- 78% of patients were satisfied with the practice's opening hours, compared to the CCG average of 75% and national average of 76%.
- 26% of patients said they could get through easily to the surgery by phone, compared to the CCG average 59% and the national average of 71%.
- 43% of patients said they always or almost always saw or spoke to the GP they preferred, compared to the CCG average of 50% and the national average of 56%.
- 48% of patients described their experience of making an appointment as good compared to local CCG average of 66% and the national average of 73%.

Following the national survey the practice completed their own survey in July 2017. They received 25 responses and found,

- 48% of patients usually or sometimes got to see or speak to their preferred GP.
- 76% of patients found it easy or sometimes easy to get through to the practice by phone.