

Vesta Road Surgery

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?

Requires improvement



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced inspection of Vesta Road Surgery on 15 November 2016. After the inspection, the overall rating for the practice was good, although the caring domain was rated as requires improvement. The report found the practice must undertake the following:

- The practice should ensure that it takes action to address lower scoring areas in the national patient survey.

The full comprehensive report of 15 November 2016 inspection can be found by selecting the 'all reports' link Vesta Road Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 4 September 2017 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 15 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, although it remains requires improvement for caring.

Our key findings were as follows:

- The practice still scored below the national average in the National GP Patient Survey in most areas relating to consultation satisfaction with both doctors and nurses.
- The practice had instigated a training program in order to address this feedback, and had undertaken a feedback questionnaire of its own which showed improved findings.

The area where the provider must make improvement is:

- The practice should ensure that it takes action to address lower scoring areas in the national patient survey.

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?

At our previous inspection on 20 December 2016, we rated the practice as requires improvement for providing safe services for the following reasons:

- The practice had scored below the national average in several domains in the National GP Patient Survey, and the practice had not undertaken actions to address this.

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

- The practice still scored below the national average in the National Patient Survey in most areas relating to consultation satisfaction with both doctors and nurses.
- The practice had instigated a training program in order to address this feedback, and had undertaken a feedback questionnaire of its own which showed improved findings.

Requires improvement



Vesta Road Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based focussed inspection was carried out by a CQC inspector. .

Background to Vesta Road Surgery

The practice operates from 58 Vesta Road, London, SE4 2NH. The practice is based across two floors of a converted residential property, and is in the Lewisham clinical commissioning group area. Services are delivered under a Personal Medical Services (PMS) contract. (PMS contracts are locally agreed agreements between NHS England and a GP practice).

The practice has approximately 5,300 patients. The surgery is based in an area with a deprivation score of 5 out of 10 (10 being the least deprived). The practice population's age demographic is not in line with the national average. The practice has a significantly higher than average number of patients between the ages of 25-39, and a far lower number of patients for all age groups over 54. This demographic means that disease prevalence within the practice population is also not in line with national averages. For example, the practice had fewer than expected patients with Chronic Obstructive Pulmonary Disease (COPD).

The GP team includes two partners, plus one locum GP (two male and one female, 18 clinical sessions or 2.25 whole time equivalent [WTE]). The nursing team includes one nurse practitioner (0.83 WTE) and one locum nurse

(0.25WTE). The clinical team is supported by a practice manager (who is also a partner in the practice), a deputy practice manager and six other administrative or reception staff.

The practice is open from 8am to 6:30pm Monday to Friday. Further extended hours are available between 6:30pm and 7:30pm on Wednesdays and 9am and 12:30pm on Saturdays. The practice offers appointments throughout the day when the practice is open. When the surgery is closed urgent GP services are available via NHS 111.

The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Why we carried out this inspection

We undertook a comprehensive inspection of Vesta Road Surgery on 15 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. Following the inspection the practice was rated as requires improvement in the caring domain. The previous report can be found by selecting the 'all reports' link for Vesta Road Surgery on our website at www.cqc.org.uk.

We undertook a desk based follow up inspection of Vesta Road Surgery on 4 September 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 meeting legal requirements.

Detailed findings

How we carried out this inspection

We carried out a desk-based focused inspection of Vesta Road Surgery on 4 September 2017. This involved reviewing evidence that:

- The practice had taken action to address feedback from patients.

Are services caring?

Our findings

At our previous inspection on 15 November 2016, we rated the practice as requires improvement for providing safe services for the following reasons:

- The practice had scored below the national average in several domains in the National GP Patient survey.

Kindness, dignity, respect and compassion

Results from the National GP Patient survey (2017) showed the practice was below average for some of its satisfaction scores on consultations with GPs and nurses, but average in other areas. This was similar to the previous inspection of the service. For example:

- 78% of patients said the GP was good at listening to them compared with the clinical commissioning group (CCG) average of 88% and the national average of 89%.
- 71% of patients said the GP gave them enough time compared to the CCG average of 84% and the national average of 86%.
- 93% of patients said they had confidence and trust in the last GP they saw compared to the CCG average of 95% and the national average of 95%.
- 75% of patients said the last GP they spoke to was good at treating them with care and concern compared to the national average of 86%.
- 78% of patients said the nurse was good at listening to them compared with the clinical commissioning group (CCG) average of 87% and the national average of 91%.
- 85% of patients said the nurse gave them enough time compared with the CCG average of 88% and the national average of 92%.
- 92% of patients said they had confidence and trust in the last nurse they saw compared with the CCG average of 96% and the national average of 97%.

- 80% 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%.
- 93% of patients said they found the receptionists at the practice helpful compared with the CCG average of 86% and the national average of 87%.

Care planning and involvement in decisions about care and treatment

Results from the national GP patient survey (2017) showed patients responded positively to questions about their involvement in planning and making decisions about their care and treatment. Results were lower than local and national averages. For example:

- 67% of patients said the last GP they saw was good at explaining tests and treatments compared with the CCG average of 84% and the national average of 86%.
- 62% 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%.
- 75% of patients said the last nurse they saw was good at explaining tests and treatments compared with the CCG average of 86% and the national average of 90%.
- 67% 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%.

Overall the patients' survey showed that the practice scored well for making appointments and for waiting times, but was rated as below average for consultations. In light of this the practice had instigated a training plan for clinicians which included seven separate sessions, although it was not specified as mandatory and there was no evidence that learning was being reviewed. The practice had also instigated its own patient survey which showed more positive feedback from patients, although full feedback on the survey was not provided.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Good governance.</p> <p>How the regulation was not being met:</p> <p>The National GP Patients' survey provided negative feedback on GP consultation styles which was in some areas significantly below the national average. The practice had taken some action to address this but it was not a formalised action plan.</p> <p>This was in breach of regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>