

Bath Street Medical Centre

Inspection 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 location

Good



Are services responsive?

Good



Overall summary

We previously carried out an announced comprehensive inspection on Bath Street Medical Centre on 4 December 2017. Overall the practice was rated as good with requires improvement for providing responsive services. No breach of legal requirement was identified, however we made a number of good practice recommendations. The full comprehensive report on the December 2017 inspection can be found by selecting the 'all reports' link for Bath Street Medical Centre on our website at .

This inspection was a desk-based review carried out on 19 December 2018 to confirm that the practice had carried out their plan in relation to the issues identified at our previous inspection on 4 December 2017. This report covers our findings in relation to the improvements made since our last inspection.

The practice is now rated as good for providing responsive services and remains rated as good overall.

Our key findings were as follows:

- The practice had implemented an action plan aimed at improving patient response to access.
- In-house surveys carried out by the practice highlighted that improvements in relation to patient access had been made.
- The practice had strengthened their safeguarding procedures; safeguarding policies had been updated to include the most recent definitions of abuse. Discussions held at safeguarding meetings were now documented.
- The practice had strengthened their emergency procedures. They had carried out a risk assessment of staff visibility of the patient waiting area in the event of an emergency situation. A mirror had since been fitted in the waiting room which allowed reception staff to have full visibility of the room.
- A formal induction programme had been introduced for all new staff.
- The practice had achieved a reduction in its prescribing rates for hypnotics (medicines to relieve anxiety, aid sleep, or have a calming effect).
- The uptake rate for cervical screening had improved to 83%.
- A patient recall system had been implemented to invite eligible patients to have the meningitis vaccine.
- A 'cancer champion' had been appointed to manage the patient recall system, provide advice on support groups and services and be a point of contact for patients diagnosed with cancer.

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

Background to Bath Street Medical Centre

Bath Street Medical Centre is registered with the Care Quality Commission (CQC) as a single-handed provider and holds a General Medical Services (GMS) contract with NHS England. The practice provides a number of enhanced services to include childhood vaccination and immunisation schemes and minor surgery. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract. The practice is part of the NHS Dudley Clinical Commissioning Group (CCG).

At Bath Street Medical Centre, a service called Bath Street Cosmetics is also provided. The service offers aesthetic cosmetic treatments; these are exempt by law from CQC regulation. Therefore, we did not inspect the aesthetic cosmetic service during our desk-top review inspection.

The practice has a population of 3,190 patients and is within the fourth most deprived decile when compared

with both local and national statistics. The practice has less patients aged 65 and over than the CCG and England average and a higher percentage of patients in the working age group. This could increase the demand for more flexible appointment times. The practice has a lower percentage of patients with a long-term condition (LTC) than the local and England average. The percentage of unemployed patients that use the practice is double that of CCG and England averages. These factors could increase demand for health services and impact on the practice.

The practice has opted out of out of hours care provision. Out of hours care is provided by Malling Health (provided within Russell's Hall hospital). Patients can access this service by dialling NHS 111 or by attending the walk-in service at Russell's Hall Hospital.

Are services responsive to people's needs?

At our previous inspection on 4 December 2017, we rated the practice as requires improvement for providing responsive services. This was because the feedback from the GP patient survey on access was significantly below local and national averages. In particular:

- Patients told us that they experienced delays when making a routine appointment. For example, 61% of patients who responded said their last appointment was convenient compared to the Clinical Commissioning Group (CCG) average of 80% and the national average of 84%.
- Patient feedback highlighted delays in waiting time for appointments. For example, 34% of patients who responded said they did not have to wait too long to be seen compared to the CCG average of 61% and the national average of 61%.

The feedback had improved sufficiently when we undertook a follow up desk-top review inspection on 19 December 2018.

Timely access to the service

Following the December 2017 inspection, the practice had implemented an action plan to improve patient access. Action taken included:

- The installation of a new telephone system.
- The appointment system was changed to make a higher percentage of appointments (90%) available for same day booking. This was supported by an additional telephone line for receptionists to support the increased call volumes at the beginning of the day.
- An in-house promotion to increase the percentage of patients registered to use the online services.
- Reduced waiting times. The practice had displayed posters in the waiting room to encourage patients booking with multiple problems to request a double appointment. In addition, 'catch up slots' had been introduced for clinicians who had a pattern of running behind with their clinics.

The most recent national GP patient survey published in August 2018 showed that the practice continued to score below local and national averages for patient responses in some questions that related to access. However, the data capture period for the national survey results was January

to March 2018, a time period that coincided with the implementation of the practice action plan to improve patient access meaning it was too soon to evaluate the impact.

The improvement in access was monitored by the practice at regular intervals using an in-house patient survey of 600 questionnaires (150 questionnaires sent out to each of four selected population groups; older people, patients with long-term conditions, working age people including recently retired and students, and patients with families, children and young people. The results from the survey period March 2018 to May 2018, summarised from the 238 responses received, showed that patient satisfaction for access was improving. This was a response rate of 48% For example;

- A total of 51% of respondents said they had secured an appointment to see or speak to someone the last time they tried. An additional 35% of respondents said they had secured an appointment having called back closer to the preferred day. A total of 12% of respondents said they were unable to secure an appointment to see or speak to someone the last time they tried and 2% said they could not remember.
- A total of 82% of respondents said their last appointment was 'very convenient' or 'fairly convenient'. A total of 16% of respondents said their last appointment was 'not very' or 'not at all convenient' and 2% said they were unable to get an appointment.
- A total of 69% of respondents said they usually waited 15 minutes or less after their appointment time to be seen. A total of 20% of respondents said they waited more than 15 minutes, 9% said they could not remember and 2% said they do not normally have appointments at a particular time.

From the 246 responses (a response rate of 41%) for the survey period October 2018 to November 2018, further improvement in patient satisfaction levels for access had been achieved. For example;

- A total of 65% of respondents were satisfied with the general practice appointment times available compared to 48% in July 2018.
- A total of 71% of respondents were offered a choice of appointment when they last tried to make a routine practice appointment. Compared with 45% in July 2018.

Are services responsive to people's needs?

There had been five comments posted on NHS Choices website since the December 2017 inspection, three positive and two negative. One of the positive comments complimented the practice on the availability of same day appointments, one of the negative comments stated that the appointment system is not working well for patients

and telephone access in the morning is a problem. The practice responded to most of the reviews posted. NHS Choices is a website that provides information to the public on services available. There is a facility on the website for patients to provide feedback on services.