

Sunnybank Medical Centre

Quality Report

Sunnybank Medical Centre
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Date of inspection visit: Thursday 2 March 2017

Date of publication: 20/03/2017

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

Are services responsive to people's needs?

Good



Summary of findings

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
What people who use the service say	4

Detailed findings from this inspection

Our inspection team	5
Background to Sunnybank Medical Centre	5
Why we carried out this inspection	5
How we carried out this inspection	5

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Sunnybank Medical Centre on 12 April 2016. Overall the practice was rated as good. However, the practice was rated as requires improvement in the key question of Responsive. After the inspection the practice wrote to us to say what they would do to meet the requirements in relation to the responsiveness of the practice.

We undertook a focussed follow up inspection at Sunnybank Medical Centre on 2 March 2017 to check that the practice had made the improvements required. This report only covers our findings in relation to those requirements. The practice is now rated as good for providing responsive services.

You can read the full comprehensive report which followed the inspection in April 2016 by selecting the 'all reports' link for Sunnybank Medical Centre on our website at www.cqc.org.uk.

Our key findings across all the areas we inspected were as follows:

- There was a leadership structure and staff felt supported by management. The practice proactively sought feedback from staff and patients, which it acted on. For example, the practice health champions asked for feedback from patients.
- The practice had implemented ways of ensuring patients had access to prompt medical care. The practice had an on call system every weekday from 8:30am to 5:50pm which extended to 8pm on Mondays.

The provider should:

- The provider should continue to monitor and take steps to improve patient's satisfaction with access to the practice by telephone.

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 responsive to people's needs?

The practice is rated as good for providing responsive services.

This inspection was conducted to review issues that were found at the comprehensive inspection carried out on 12 April 2016. At the previous inspection the key question of responsive was rated as requires improvement. At that time we found the practice's patient survey results were lower than national averages and the practice should ensure the issues identified were addressed.

At our inspection on 2 March 2017, we found that:

- Feedback from patient surveys showed that access to a named GP and continuity of care was now available quickly and urgent appointments were available the same day.

Good



Summary of findings

What people who use the service say

We did not speak with patients during this focussed follow-up inspection and we did not review the population groups.

Sunnybank Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Sunnybank Medical Centre

Sunnybank Medical Centre is located in the Wyke area of Bradford, on the border with Kirklees and Calderdale and provides services under a Personal Medical Services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. The practice has on-site parking and disabled access. It is located next to a supermarket.

The practice address is Sunnybank Medical Centre, Town Gate, Wyke, Bradford, BD12 9NG.

The practice has:-

- Six GP partners, one salaried GP, one advanced nurse practitioner, four nurses, two HCA, one phlebotomist, two pharmacists and 25 other staff.
- Five female and two male GPs.

The practice is also a teaching practice (for GP Trainees and fifth year medical students).

Opening time and appointment times:

The practice is open between 8:15am and 6:30pm Monday to Friday. Appointments are from 8:30 to 5:50pm every day. Extended hours appointments are offered on Mondays to 8pm.

During out of hours patients can contact 111 (Local Care Direct) for urgent services.

The practice serves 10,842 patients who are mainly working age population.

When we returned for this inspection, we checked and saw that the previously awarded ratings were displayed as required in the premises and on the practice's website.

Why we carried out this inspection

We carried out an announced focussed inspection of Sunnybank Medical Centre under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check that improvements had been made following our comprehensive inspection on 12 April 2016. We inspected the practice against one of the five key questions we ask about services: is this service responsive?

How we carried out this inspection

Before visiting Sunnybank Medical Centre we reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 2 March 2017.

During our visit we spoke with the business manager.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

At our previous inspection on 12 April 2016, we rated the practice as requires improvement for providing responsive services.

Previously we found there were some problems with access to the service that the practice needed to address. We said:

- The practice should monitor and take steps to improve patient's satisfaction with access to the practice by telephone.

These arrangements had improved when we undertook a follow up inspection on 2 March 2017. The practice is now rated as good for providing responsive services.

Access to the service

Results from the national GP patient survey (7 July 2016) showed that patient's satisfaction with how they could access care and treatment had slightly improved since the last inspection but was below local and national averages.

- 28% of patients found it easy to get through to this practice by phone compared to the national average of 73%. Previously it was 27%.
- 65% of patients described the overall experience of this GP practice as good compared to the national average of 85%. Previously it was 62%.
- 53% of patients said they would recommend this GP practice to someone who has just moved to the local area compared to the national average of 78%. Previously it was 46%.
- 63% of patients were satisfied with the practice's opening hours compared to the national average of 76%. Previously it was 53%.

While the survey sample was small (247 surveys sent out, 109 returned, 44% completion rate, this represented 1% of the practice population) and the responses were below other practices, there appeared to be improvement amongst patients who would recommend this GP practice to others.

The practice had also conducted their own patient survey (106 responses) in September 2016 in response to the lower than average GP Patient Survey results. The results showed:-

- 97% felt that the GP they saw was responsive to their needs.
- 94% felt that the nurse or pharmacist seen was responsive to their needs.
- 91% felt that when they spoke with one of the reception team on the telephone, they were friendly and helpful.
- 78% felt the last time they wanted to see or speak to a GP, they were able to get an appointment.

The practice demonstrated to us the following improvements:-

- Telephone System - The practice had procured a new telephone system in November 2016. This had enabled the practice to offer a menu and queue system on the telephones to inform and signpost patients as well as being able to deal with higher volumes of calls.
- Recruitment - Since the survey results were received, the practice had successfully recruited another Pharmacist and three reception colleagues. In addition, they had a new full-time Advanced Nurse Practitioner who started on 1 July 2016. The practice shared with us plans to recruit an additional GP.
- Prescriptions - In line with national guidance, the practice no longer accepted telephone requests for repeat medications. This had reduced the volume of calls into the practice for this purpose, making it easier for other patients to contact the surgery.
- Feedback – The practice had embarked on a higher profile feedback programme to gain a greater volume of feedback (both by surveys and the Friends and Family Test (FFT) to better ensure that the feedback was balanced across all patients and this had enabled the practice to target areas for improvement.

The practice management team said that they would continue to explore ways of making sure patient's satisfaction with access to the practice by telephone improved.