

Teldoc-Oakengates Medical Practice

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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Teldoc-Oakengates Medical Practice on 20 January 2020 as part of our inspection programme. During this inspection, we also visited the Hadley branch.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and requires improvement for Responsive and for all population groups.

We rated Responsive and all population groups as requires improvement because:

- Further work was needed to improve patient satisfaction in relation to access to care and treatment. Some patients felt that there were unacceptable waiting times and delays in getting to see a GP and that the appointment system needed further review.
- The national GP patient survey results (2019) for the practice were below local and national averages for questions relating to access to care and treatment. In particular the patient satisfaction around telephone access, the type of appointment offered and the overall experience of making an appointment.

We found that:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- There were adequate systems to assess, monitor and manage risks to patient safety.

- Patients received effective care and treatment that met their needs.
- We saw examples of proactive management of patients' medicines, through the support of the clinical pharmacists employed by the organisation.
- Leaders were aware of the strengths and areas for development and strived to keep updated. There was a strong focus on developing the skills of their staff team and keeping abreast with changes in the health economy.
- There was a strong focus on quality improvement, through the extensive auditing and clinical supervision.

Whilst we found no breaches of regulations, the provider **should:**

- Sign all Patient Group Directions (PGD's) used at the practice to indicate that they have been adopted by their organisation.
- Implement the practice lone working policy so that staff and patients are kept safe.
- Risk assess blind cords and make them secure to avoid harm to children and vulnerable adults.
- Continue to improve patient satisfaction with regards to access to the service and consultations with health care practitioners.
- Consider the number of reception staff assigned to Oakengates Medical Practice to ensure patients' needs are met in a timely way.
- Further promote the work of the patient participation group (PPG) and promote information sharing with patients.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a second CQC inspector, GP specialist advisor and a practice manager advisor.

Background to Teldoc-Oakengates Medical Practice

Teldoc-Oakengates Medical Practice is part of the provider at scale organisation Teldoc. The practice is part of the Telford and Wrekin NHS Clinical Commissioning Group (CCG).

The partnership organisation Teldoc was created through the merger of three existing medical practices - Oakengates Medical Practice, Lawley Medical Practice and Trinity Healthcare. Teldoc is currently made up of three registered locations and six associated branches situated in Telford. Key functions including human resources, quality governance, medicines management, finance and coding and document management for all sites are centralised. The provider also has a centralised call center team and a home visiting team to serve all the patient population across all sites.

The provider has one registered patient list consisting of around 47,046. Patients can be seen at any of the Teldoc sites.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract ensures practices provide essential services for people with health issues including chronic disease management and end of life care.

Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The percentage of the practice population with a long-standing health condition is 54.9%, which is in line with local and national average.

The percentage of the provider patient population who are over 65 years of age is lower than CCG and national average, but the percentage of patients who are under 14 years of age is higher than the C CCG and national average. The population covered is predominantly white British.

The provider organisation has one group of staff who work across all 9 sites and comprises:

- One Advanced Paramedic
- One Advanced Clinical Practitioner (ACP)
- Two Clinical Pharmacists
- One Diabetes Nurse Specialist
- Twelve GP partners
- Three Salaried GPs
- One Mental Health Nurse
- One Nurse Practitioner

- Two Paramedics
- Eleven Practice Nurses
- One Quality and Research Nurse
- Seven Health Care Assistants

- 83 non-clinical staff (for example, receptionist, operational leads, call handlers, secretaries, summariser, administrators).

Additional information about the practice is available on the provider website: