

The Thorndike Surgery

Inspection report

The Thorndike Centre
Longley Road
Rochester
Kent
ME1 2TH
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www.thorndike.nhs.uk

Date of inspection visit: 6 March 2019
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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 carried out an announced comprehensive inspection at The Thorndike Surgery on 27 and 28 June 2017. The overall rating for the practice was requires improvement. The full comprehensive report on the June 2017 inspection can be found by selecting the 'all reports' link for The Thorndike Surgery on our website at .

We carried out an announced focused inspection on 6 March 2018. This was 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 27 and 28 June 2017. The overall rating for the practice was good, however they were rated as requires improvement in responsive. No breach in regulation was identified. We rated the practice requires improvement for responsive care because:

- Results from the national GP patient survey published in July 2018 demonstrated below average rates of patient satisfaction scores regarding access to care and treatment at this practice.
- Improvement in the availability of routine appointments was still required.

We also identified two areas where the provider should make improvements:

- Continue to work with the contracted external cleaning company to manage and reduce the risks associated with legionella. (Legionella a germ found in the environment which can contaminate water systems in buildings).
- Continue to manage all incoming records in a timely manner.

We carried out an announced focused inspection at The Thorndike Surgery on 6 March 2019 to confirm the practice had carried out their plan to make the improvements required as identified at our previous inspection on 6 March 2018.

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 in all key questions. They have been rated as good for all population groups.

At this inspection we found:

- Leaders demonstrated that they understood the challenges to quality and sustainability and had identified the actions necessary to address these challenges.
- There was a leadership development programme in place, including a succession plan, with the intention of increasing GP availability at the practice.
- Data from the GP patient survey indicated that the respondents were not always able to access the practice easily to make an appointment. This data was from January to March 2018 and was completed by 0.8% of the registered patient list.
- An action plan had been established and completed by the practice to address the findings of the GP patient survey and a practice survey carried out.
- The practice continued to pro-actively seek the recruitment of additional GPs.
- Additional clinical staff members had been employed to increase patient access to routine appointments.
- The practice was part of a group of Medway practices working collaboratively to help improve care for all patients and had access to the Medway Hub, which opened in October 2018, for patient appointments outside of surgery hours until 8pm, seven days a week.

Overall summary

- The practice had opened the phone lines and the surgery earlier from 8am and increased the number of staff answering the phones during peak times to six.
- The uptake in patients using the on-line system to book appointments had increased from March 2018 to March 2019.
- There were routine and on the day appointments available on the day of the inspection, with the practice nurse and the following day with a GP.
- The registered patient list at the practice had decreased over a 12 month period and had currently stabilised at 13450 patients.
- The practice had a system to manage and reduce the risks associated with legionella.
- The practice had a system to manage incoming records in a timely way.

The areas where the provider should make improvements are:

- Continue to develop and embed the actions taken to improve patient access to appointments.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to The Thorndike Surgery

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

The Thorndike Surgery is situated within the Medway Clinical Commissioning Group (CCG) and provides services to 13450 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The registered provider is the Thorndike Partnership which is comprised of five GP's. An additional partner is due to join the practice in April 2019. There are also three salaried GP's. However, for a variety of reasons, not all of the partners or salaried GP's work full time at the practice and consequently, the practice has employed additional health care professionals and uses locum GP's to meet the needs of their patient population. The practice has employed a paramedic practitioner and two pharmacists. There are four practice nurses and one of these is a trainee advanced clinical practitioner. There are two health care assistants who are also phlebotomists and an assistant practitioner. The clinical staff are supported by a practice manager and an administrative/receptionist team. The practice is a training practice for doctors who want to be GPs.

Services are provided from: The Thorndike Surgery, The Thorndike Centre, Longley Road, Rochester, Kent, ME1 2TH