

The Orchard 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

Are services responsive to people's needs?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

Our previous comprehensive follow up inspection in January 2016 found issues relating to the responsive delivery of service and we asked the practice to make further improvements in the appointment booking system. We found The Orchard Surgery required improvement for the responsive domain. The practice was rated good for providing safe, effective, caring and well-led services.

This follow up focussed inspection on 15 September 2016 was undertaken to check whether the practice had made necessary changes following our inspection in January 2016. For this reason we have only rated the location for the key questions to which these relate. This report should be read in conjunction with the full inspection report of 6 January 2016.

At our inspection on the 15 September 2016 we found the practice had made improvements since our last inspection. We have amended the rating for this practice to reflect these changes. The practice is now rated good for the provision of responsive service.

Specifically we found:

- The practice had taken number of steps to improve the appointments booking system and access to a named GP. For example, the practice had increased GPs sessions from 25 to 37 sessions per week and introduced 12 online GPs appointments for same day which were released 60 minutes before the practice opening times.
- The practice had increased the number of online appointments and there was a dedicated member of staff who was monitoring appointment booking system. This included the duration it takes to answer the telephone calls.
- The practice had carried out an internal survey in August 2016, which showed improved results and patients were satisfied with their access to care and treatment.
- The practice was in the process of installing two additional telephone lines, recruited four administration staff, a health care assistant and a clinical pharmacist to take the lead role in carrying out medicine reviews which would increase GP capacity allowing the practice to offer additional GP appointments.

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 had taken appropriate action and is now rated good for the provision of responsive services.

When we inspected the practice in January 2016, patients said they found it difficult to make an appointment with a named GP and had to wait a long time to get through to the practice by telephone each morning.

At the inspection on 15 September 2016, the practice informed us they had taken number of steps to address the issues, for example;

- The practice had reviewed the appointment booking system and increased GPs sessions from 25 to 37 sessions per week since April 2016.
- The practice had increased pre-bookable online GPs appointments, introduced 12 online GPs appointments for same day which were released 60 minutes before the practice opening times and increased the number of reception staff (answering telephone calls during peak hours in the morning).
- We saw evidence that the practice was encouraging patients to register for online services. For example, 56% (4,581) patients were registered to use online Patient Access. This would reduce the pressure on the telephone system.
- All of the 31 patient CQC comment cards we received were positive about the service experienced.
- The patients we spoke with on the day informed us the availability of GPs appointments had improved in the last few months. However, some patients we spoke with informed us they would like to see further improvements in appointment booking system because they had to wait long time to get through to the practice by telephone during peak hours in the morning.
- The practice had carried out an internal survey in August 2016, which showed improved results and patients were satisfied with their access to care and treatment.
- The practice was in the process of installing two additional telephone lines, recruited four administration staff, a health care assistant and a clinical pharmacist to take the lead role in carrying out medicine reviews which would increase GP capacity and allow the practice to offer additional GP appointments.

Good



The Orchard Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection took place on 13 May 2015 and we published a report setting out our judgements. At the inspection in May 2015, the practice was rated as inadequate for safe, responsive and well-led domains, and requires improvement in effective and caring. The overall rating for the practice was inadequate and they were placed into special measures.

We carried out a follow up comprehensive inspection on 6 January 2016 to follow up and assess whether the necessary changes had been made, following our inspection in May 2015. At the inspection in January 2016, we found the practice had made significant improvements since our last inspection in May 2015 and that they were meeting the regulations which had previously been breached so we removed the practice from special measures. We found the practice was meeting all the conditions of regulations that had previously been breached. However, we rated responsive domain as requires improvement and asked the practice to make further improvements in the appointment booking system. It was good for providing safe, effective, caring and well led services.

We carried out a follow up focussed inspection on 15 September 2016 to follow up and assess whether the

necessary changes had been made, following our inspection in January 2016. We focused on the aspects of the service where we found the practice requires improvement during our previous inspection in January 2016. We followed up to make sure the necessary changes had been made.

This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, (Regulated Activities) Regulations 2014, to look at the overall quality of the service and update the ratings provided under the Care Act 2014.

How we carried out this inspection

Before visiting on 15 September 2016 the practice confirmed they had taken the actions detailed in their action plan.

Prior to the inspection we contacted the Slough Clinical Commissioning Group, NHS England area team and local Healthwatch to seek their feedback about the service provided by The Orchard Surgery. We also spent time reviewing information that we hold about this practice including the data provided by the practice in advance of the inspection.

The inspection team carried out an announced focused visit on 15 September 2016.

During our visit we undertook observations of the environment. We met with the practice manager, two GPs and two administration staff. We spoke with 13 patients and reviewed 31 comment cards where patients and members of the public shared their views and experiences of the service.

Detailed findings

This report should be read in conjunction with the full inspection report of CQC visit on 6 January 2016.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Access to the service

When we inspected the practice in January 2016, patients said they found it difficult to make an appointment with a named GP and had to wait a long time to get through to the practice by telephone each morning.

At the inspection on 15 September 2016, the practice informed us they had taken number of steps to address the issues, for example;

- The practice had reviewed the appointment booking system and increased GPs sessions from 25 to 37 sessions per week since April 2016.
- The practice had increased pre-bookable online GPs appointments.
- We saw evidence that the practice was encouraging patients to register for online services. For example, 56% (4,581) patients were registered to use online Patient Access. This would reduce the pressure on the telephone system.
- The practice offered extended hours appointments two evenings (Monday and Tuesday or Thursday) a week from 6.30pm to 8pm at the premises. In addition to pre-bookable appointments that could be booked up to two days and two weeks in advance, urgent appointments were also available for patients that needed them. In addition, the practice offered extended hours appointments Monday to Friday from 6:30pm to 8pm and every Saturday and Sunday from 9am to 1pm at Langley Health Centre (funded by the Prime Minister's GP Access Fund).
- We checked the online appointment records of three GPs and noticed that the next available appointments with named GPs were available within two to three weeks and with a duty GP within one week. Urgent appointments with GPs or nurses were available the same day.
- The practice had recruited a full time health care assistant in June 2016 to meet the increasing demand and improve access for nursing care.
- The practice had recruited four additional administration staff and increased the number of reception staff (answering telephone calls during peak hours in the morning) from two to four since April/ May 2016.
- The practice was collecting and monitoring live telephone calls data on computer software since February 2016. We checked the online records of the incoming telephone calls. We noted that average waiting time to get through to the practice by telephone during peak time (8am to 9am) had reduced from 26 minutes to 15 minutes in the last few months. We noted that average waiting time to answer the telephone calls after peak time was 23 seconds in August 2016.
- There was a dedicated member of staff who was responsible to monitor and review the appointment booking system on a daily basis and the GPs were dialling in randomly to monitor call waiting times.

The practice informed us they were in the final stage of introducing the following changes:

- The practice was in the process of installing two additional telephone lines which were due to be activated from next week after the inspection to increase the capacity of incoming calls from four to six telephone lines.
- A day after this inspection, the practice had introduced 12 online GPs same day appointments which were released 60 minutes before the practice opening times to reduce the pressure on the telephone system.
- The practice had recruited a clinical pharmacist who was about to commence employment on 21 September 2016. The practice informed us that a clinical pharmacist would take the lead role in carrying out medicine reviews which would reduce the burden on GPs and so they could offer additional GP appointments.
- The practice was in discussion with CCG, NHS England, Slough Borough Council and developer to develop a new multi-purpose building site with more space in Langley area to deliver primary health services and additional community services. The practice informed us that the building work would be completed in December 2019.

As part of our inspection we also asked for CQC comment cards to be completed by patients prior to our inspection. All of the 31 patient CQC comment cards we received were positive about the service experienced.

We spoke with 13 patients during the inspection. The patients we spoke with on the day informed us the availability of GPs appointments had improved in the last few months. However, some patients we spoke with

Are services responsive to people's needs?

(for example, to feedback?)

informed us they would like to see further improvements in appointment booking system because they had to wait long time to get through to the practice by telephone during peak hours in the morning.

The national GP patient survey results published on 7 July 2016 showed mixed outcomes for the practice compared to local and the national averages. Three hundred and eleven survey forms were distributed and 97 were returned (a response rate of 31%). This represented 1.18% of the practice's patient list. For example:

- 77% of patients were able to get an appointment to see or speak to someone the last time they tried compared with a CCG average of 80% and a national average of 85%.
- 42% of patients said they usually waited 15 minutes or less after their appointment time compared to the CCG average of 53% and national average of 65%.
- 62% of patients were satisfied with the practice's opening hours compared to the CCG average of 72% and national average of 76%.
- 27% of patients said they could get through easily to the practice by phone compared to the CCG average of 50% and national average of 73%.
- 48% of patients described their experience of making an appointment as good compared to the CCG average of 58% and national average of 73%.
- 44% of patients said they always or almost always see or speak to their preferred GP compared to the CCG average of 42% and national average of 59%.

- 63% of patients described the overall experience of their GP practice as good compared with a CCG average of 73% and a national average of 85%.
- 57% of patients said they would definitely or probably recommend their GP practice to someone who has just moved to the local area compared with a CCG average of 64% and a national average of 78%.

However, the practice had carried out an internal survey in consultation with patient participation group in August 2016, which was completed by 50 patients. This represented 0.61% of the practice's patient list. Results from the survey showed patients were satisfied with their access to care and treatment. For example:

- 80% of patients said they could get through easily to the practice by telephone.
- 88% of patients were satisfied with the practice's opening hours.
- 80% of patients were satisfied with getting an appointment to see a doctor or nurse.
- 84% of patients said they would definitely or probably recommend their GP practice to friends and family if they moved to the local area.

We saw friends and family test (FFT) results for last three months and 88% patients were likely or extremely likely recommending this practice.