

Martello Health Centre

Quality Report

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Date of inspection visit: 23 February 2018
Date of publication: 26/03/2018

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 service

Good



Are services responsive to people's needs?

Good



Key findings

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Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Martello Health Centre on 16 May 2017. The overall rating for the practice was good. The full comprehensive report on the May 2017 inspection can be found by selecting the 'all reports' link for Martello Health Centre on our website at www.cqc.org.uk.

A desk-based review was carried out on 5 January 2018 to confirm that the practice had carried out their plan to make improvements to the areas we identified in our previous inspection on 16 May 2017. However, we found patient satisfaction scores from the national GP patient survey still remained low in some areas and the practice needed to improve patient access to services.

Consequently, the practice conducted their own patient survey in January and February 2018.

A further desk based review was carried out on 23 February 2018. This report covers our findings in relation to those improvements made since our last inspection.

Overall the practice remains rated as good.

Our findings were:

- The practice conducted a patient survey in January and February 2018. It found not all the findings of the July 2017 national GP patient survey were representative of their patients' experience. The practice found in four of the six areas where they were previously identified to be below the local and national averages, they were now comparable or above.
- The practice accepted improvements were still required to improve telephone access and the patient experience when making an appointment and were working with their patient participation group to address these areas.

At this inspection we found that the practice provided responsive services for their patients. However, the practice should continue to make improvements by developing and implementing plans to improve patient satisfaction scores with services provided.

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.

- The practice conducted a patient survey in January and February 2018. It found not all the findings of the July 2017 national GP patient survey were representative of their patients' experience. The practice found in four of the six areas where they were previously identified to be below the local and national averages, they were now comparable or above.
- The practice accepted improvements were still required to improve telephone access and the patient experience when making an appointment and were working with their patient participation group to address these areas.

Good



Key findings

Areas for improvement

Action the service **SHOULD** take to improve

The practice should continue to make improvements by developing and implementing plans to improve patient satisfaction scores with services provided.

Martello Health Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team consisted of a CQC Lead Inspector.

Background to Martello Health Centre

Martello Health Centre is managed by Invicta Health and Community Interest Company. They registered with the Care Quality Commission in January 2015 to provide regulated activities. They hold an Alternative Provider Medical Services contract and provide services to approximately 4,700 registered patients with a 40% weighted list equalling 6,580 patients. They provide care to an ageing population with complex needs and patients in specialist care homes.

The clinical team consists of four GP locums (three male and one female), two full time and one part time nurse practitioner, three practice nurses (one specialising in chronic disease management) and one assistant practitioner (all female). They are supported by an administrative team overseen by a practice manager. The practice also employs a clinical pharmacist who is a non-medical prescriber, a paramedic practitioner and a community matron specifically aligned to work with the practice patients over 75 years of age.

The practice is open from 8am until 6.30pm Monday to Friday. Appointments are available from 8.30am to 11.30am and 2.15pm to 5.30pm. On the day appointments are released every morning at 8am and urgent appointments are available for patients that need them. In addition to pre-bookable appointments there are appointments that

can be booked up to six weeks in advance with GPs and three months in advance with the nursing team. Saturday clinics are held seasonally to promote uptake of influenza vaccinations. There is limited onsite parking available for patients.

When the practice is closed patients requiring non-urgent care are advised to call the national NHS 111 service for advice or use the Health Helps Now, a service for signposting patients to health provision in Kent and Medway. Out of Hours provision is provided by Primecare.

Why we carried out this inspection

We undertook a comprehensive inspection of Martello Health Centre on 16 May 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The practice achieved good ratings in safe, effective, caring and well led and requires improvement in responsive. The full comprehensive report following the inspection on 16 May 2017 can be found by selecting the 'all reports' link for Martello Health Centre on our website at www.cqc.org.uk.

We undertook a follow up desk-based inspection on 5 January 2018 to confirm that the practice had carried out their plan to make improvements to the areas we identified in our previous inspection on 16 May 2017. However, we found patient satisfaction scores from the national GP patient survey still remained low in some areas and the practice needed to improve patient access to services.

We undertook a further follow up desk based inspection on 23 February 2018 of Martello Health Centre. This inspection was carried out to review in detail the actions taken by the practice to improve the responsiveness of the service.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

At our previous inspection on 5 January 2018, we rated the practice as requires improvement for providing responsive services. Some results from the national GP patient survey published in July 2017 were lower than local clinical commissioning group (CCG) and national averages.

We found the practice had been monitoring the delivery of their services and had made improvements when we undertook a follow up inspection on 23 February 2018. The results of their own local patient survey showed the national GP patient survey results for July 2017 were not fully representative of the experiences of their patients.

Access to the service

The most recent national GP survey was published in July 2017. Two hundred and sixteen surveys were sent to patients of Martello Health Centre. One hundred and eighteen surveys were completed and returned, a response rate of 55% and representing 2% of the patient list. The 2017 patient survey results showed that patients' satisfaction levels had declined in some areas when compared to the July 2016 survey results. For example;

- 53% of the respondents were satisfied with the practice opening hours compared with the local average of 75% and the national average of 76%. This was a decline over the last year of 15% in the previous national GP patient survey results published in July 2016.
- 40% of respondents described their experience of making an appointment as good compared to the local average of 72% and the national average of 73%. This was a decline over the last year of 22% in the previous national GP patient survey results published in July 2016.
- 64% of respondents said that they were able to get an appointment to see or speak to someone the last time they tried, compared to the local average of 85% and the national average of 84%. This was a decline over the last year of 16% in the previous national patient survey results published in 2016.

Therefore, the practice conducted their own patient survey during January and February 2018 focusing on the areas where patient satisfaction had declined. One hundred and twenty seven questionnaires were completed by patients, representing 3% of the practice patient list. This was a

larger patient sample group than used for the national GP patient survey. Furthermore, one hundred and twenty three of the patients or 97% of the respondents had seen a GP or used the practices services within the last twelve months.

- In the practices own survey they found 74% of respondents were fairly or very satisfied with the practice opening times. This data was comparable with the national GP patient survey local and national averages. They also found 80% of respondents stated the surgery was open at convenient times for them.
- 64% of the practices respondents described their experience of making an appointment as fairly good or very good. However, this still was below the local and national average but an improvement of the findings of the 2017 GP national survey.
- 86% of respondents said they were able to get an appointment to see or speak to someone. However, 20% of the respondents said they had to call back closer to or on the day they wanted the appointment. This data was comparable with the local and national averages.

In the previous year's national GP patient survey, published in July 2016 patients reported above the local and national averages in the following areas;

- In the July 2016 national GP patient survey 87% of respondents said they could get through easily to the practice by phone. However, this had declined by 26% to 61% in the July 2017 results, below the local average 68% and the national average of 71%.
- In the July 2016 national GP patient survey 95% of respondents said their last appointment was convenient. This had declined by 34% to 61% in the July 2017 results, below the local average of 82% and the national average of 81%.
- In the July 2016 national GP patient survey 66% of respondents said they don't normally have to wait too long to be seen. This had declined to 51%, a 15% reduction in the July 2017 results. This was below the local average 61% and the national average of 58%.

The practice also looked at their performance within these areas. They found, the practices performance remained below the local and national averages with 45% of respondents stating they found it fairly easy or very easy to get through to the GP surgery on the telephone. However, 91% of respondents stated their last appointment was fairly or very convenient. This was an improvement and

Are services responsive to people's needs?

(for example, to feedback?)

above the local and national averages. Also, 73% of respondents stated they don't normally have to wait too long to be seen. This was an improvement and above the local average 61% and the national average of 58%.

The practice 2018 patient survey suggested significant improvements in many areas. However, the practice told us they were continuing to work with their patient participation group to understand, develop and improve patient experiences.