

Broad Street Medical Practice

Quality Report

Morland Road,
Dagenham,
Barking and Dagenham,
RM10 9HU
Tel: 020 8596 4400
Website:

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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 service

Good 

Are services caring?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Broad Street Medical Practice on 6 January 2017. The overall rating for the practice was good, the practice was rated requires improvement for providing caring services. The full comprehensive report on the 6 January 2017 inspection can be found by selecting the 'all reports' link for Broad Street Medical Practice on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 19 December 2017 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 6 January 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- There was an open and transparent approach to safety and a system in place for reporting and recording significant events.
- The practice had clearly defined and embedded systems to minimise risks to patient safety.

- Staff were aware of current evidence based guidance. Staff had been trained to provide them with the skills and knowledge to deliver effective care and treatment.
- Results from the national GP patient survey showed patients were treated with compassion, dignity and respect and felt involved in their care and decisions about their treatment.
- Information about services and how to complain was available. Improvements were made to the quality of care as a result of complaints and concerns.
- Urgent appointments were available the same day.
- The practice had good facilities and was well equipped to treat patients and meet their needs.
- There was a clear leadership structure and staff felt supported by management. The practice proactively sought feedback from staff and patients, which it acted on.
- The provider was aware of the requirements of the duty of candour. Examples we reviewed showed the practice complied with these requirements.

At our previous inspection on 6 January 2017, we rated the practice as requires improvement for providing caring services as the patient satisfaction scores were lower than local and national averages. At this inspection we found that the patient satisfaction scores had considerably improved. Consequently, the practice is now rated as good for providing caring services.

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 caring?

Good



Broad Street Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector

Background to Broad Street Medical Practice

The practice is located on Morland Road, Dagenham RM10 9HU in the purpose built Broad Street Centre on two floors. The building is shared with another GP practice. The practice is managed by Prime Practice Partnership. The building is leased from Community Health Partnership who also carries out the maintenance.

The practice provides NHS primary medical services to approximately 5,500 patients through an Alternative Provider Medical Services (APMS) contract (an APMS contract is a locally negotiated contract open to both NHS practices and voluntary sector or private providers for example. many walk-in centres). The practice is commissioned by NHS Barking and Dagenham Clinical Commissioning Group.

The premises have a lift and step free access with an accessible toilet and disabled car parking spaces.

The practice consists of two male GPs one providing eight clinical sessions and two non-clinical sessions per week and the other providing three sessions. A female GP providing eight clinical sessions and advanced nurse practitioner doing 16 hours per week, a nurse doing 20 hours, and a health care assistant (HCA) doing 30 hours (all

female). They have an operations manager working 20 hours per week, a full time manager and 11 administration and receptions staff working a variety of full and part time hours.

The practice is open from;

Monday 8am – 8pm

Tuesday 8am – 8pm

Wednesday 8am – 8pm

Thursday 8am – 8pm

Friday 8am – 8pm

Saturday 10am – 2pm

The practice does not close for lunch and appointments run throughout the day. Out of hours appointments are available until 10pm from a local hub and from the 111 service from 10pm till 8am.

Twenty four percent of the practice population is over 65 and 45% of the population is aged between 25 to 34. The largest ethnic group in the practice population is white at 60% with the next largest being black African at 21%. Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one

Why we carried out this inspection

We undertook a comprehensive inspection of Broad Street Medical Practice on 6 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for providing caring services and good overall. The full

Detailed findings

comprehensive report following the inspection on 6 January 2017 can be found by selecting the 'all reports' link for Broad Street Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of Broad Street Medical Practice on 19 December 2017. This

inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Are services caring?

Our findings

At our previous inspection on 6 January 2017, we rated the practice as requires improvement for providing caring services as the patient satisfaction scores were lower than local or national averages.

We found that the patient satisfaction scores had considerably improved when we undertook a follow up desk based inspection on 19 December 2017. The practice is now rated as good for providing caring services.

Kindness, respect and compassion

- Staff understood patients' personal, cultural, social and religious needs.
- The practice gave patients timely support and information.
- Reception staff knew that if patients wanted to discuss sensitive issues or appeared distressed they could offer them a private room to discuss their needs.
- Patients could be treated by a clinician of the same sex.

The practice had recently introduced a new telephone system as a result of patient feedback.

Results from the national GP patient survey showed patients felt they were treated with compassion, dignity and respect. The practice was at or above average for its satisfaction scores on consultations with GPs and nurses. For example:

- 82% (previously 81%) of patients said the GP was good at listening to them which was comparable to the clinical commissioning group (CCG) average of 81% and the national average of 89%.
- 70% (previously 73%) of patients said the GP gave them enough time compared to the CCG average of 77% and the national average of 86%.
- 94% (previously 86%) of patients said they had confidence and trust in the last GP they saw which was comparable to the CCG average of 91% and the national average of 95%.
- 73% (previously 69%) of patients said the last GP they spoke to was good at treating them with care and concern compared to the CCG average of 76% and the national average of 86%.

- 82% (previously 72%) of patients said the nurse was good at listening to them compared with the clinical commissioning group (CCG) average of 85% and the national average of 91%.
- 82% (previously 71%) of patients said the nurse gave them enough time compared with the CCG average of 84% and the national average of 92%.
- 95% (previously 86%) of patients said they had confidence and trust in the last nurse they saw compared with the CCG average of 94% and the national average of 97%.
- 84% (previously 71%) of patients said the last nurse they spoke to was good at treating them with care and concern which was lower than the CCG average of 83% and the national average of 91%.
- 89% (previously 76%) of patients said they found the receptionists at the practice helpful compared with the CCG average of 83% and the national average of 87%.

The practice were aware that the scores for having enough time in appointments and being treated with care and concern by the GP's scores were lower than national averages and had introduced a number of changes to try to improve this, such as;

- When booking patients are able to specify if they needed a longer appointment.
- One GP session per week consisted solely of double appointments.
- The practice held regular sessions encouraging the clinical teams to be mindful of how they are engaging with patients and where necessary to go the "extra mile".

Involvement in decisions about care and treatment

Results from the national GP patient survey showed patients responded positively to questions about their involvement in planning and making decisions about their care and treatment. Results were comparable to local and national averages. For example:

- 76% (previously 74%) of patients said the last GP they saw was good at explaining tests and treatments compared with the CCG average of 78% and the national average of 86%.
- 80% (previously 69%) of patients said the last GP they saw was good at involving them in decisions about their care compared to the CCG average of 72% and the national average of 82%.

Are services caring?

- 80% (previously 68%) of patients said the last nurse they saw was good at explaining tests and treatments compared with the CCG average of 83% and the national average of 90%.
- 76% (previously 64%) of patients said the last nurse they saw was good at involving them in decisions about their care compared to the CCG average of 78% and the national average of 85%.

The practice provided facilities to help patients be involved in decisions about their care:

- Staff told us that interpretation services were available for patients who did not have English as a first language. We saw notices in the reception area and in consulting rooms informing patients this service was available.
- Patients were also told about multi-lingual staff who might be able to support them.
- Information leaflets were available in easy read format.
- The Choose and Book service was used with patients as appropriate. (Choose and Book is a national electronic referral service which gives patients a choice of place, date and time for their first outpatient appointment in a hospital.

The practice's computer system alerted GPs if a patient was also a carer. The practice had identified 75 patients as carers (1% of the practice list). Written information was available to direct carers to the various avenues of support available to them.

Privacy and dignity

The practice respected and promoted patients' privacy and dignity.

- Staff recognised the importance of patients' dignity and respect.
- The practice complied with the Data Protection Act 1998.
- Curtains were provided in consulting rooms to maintain patients' privacy and dignity during examinations, investigations and treatments.

Consultation and treatment room doors were closed during consultations; conversations taking place in these rooms could not be overheard.