

Dr Joseph L Practice

Inspection report

78 High Street
Grays
Essex
RM17 6HU
Tel: 01375390717

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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 effective?

Good 

Are services caring?

Good 

Overall summary

This practice is rated as Good overall. (Previous rating July 2017 – Good overall with caring rated as requires improvement and requires improvement in effective for patients with long term conditions.

The key questions at this inspection are rated as:

Are services effective for patients with long term conditions? – Good

Are services caring? – Good

We carried out an announced focused inspection at Dr Joseph L Practice on 10 August 2018. This inspection was to follow up on breaches of regulation 17 found during our July 2017 inspection which we carried out as a desk based inspection. We reviewed the practice for providing effective services for patients with long term conditions and for providing caring services.

At this inspection we found:

- The percentage of carers had remained the same since the previous inspection. The practice had identified 18 patients as carers resulting in 0.8% of their practice list.

- Patient we spoke with on the day of the inspection were positive regarding the care and treatment they received from staff at the practice.
- National GP patient survey data published in July 2018 portrayed some positive variation in patient satisfaction compared with the July 2017 data.
- The practice had monitored their patient satisfaction throughout the year via internal surveys and found that patients were satisfied with the care and treatment. They had acted on any negative feedback they had received.
- Unverified QOF data for 2017/2018 showed the practice had improved on their clinical outcomes for patients with long term conditions.

The areas where the provider **should** make improvements are:

- Strengthen the process for the identification of carers.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

People with long-term conditions

Good



Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

Background to Dr Joseph L Practice

Dr Joseph L Practice is situated in Grays opposite a college in a pedestrianised area. It has a level access entrance. There is a small car park situated at the back of the practice and it is located a short walk away from Grays railway station. The practice has a General Medical Services (GMS) contract with the NHS.

- There are approximately 2095 patients registered at the practice.
- The practice provides services from 78 High Street, Grays, Thurrock, Essex
- The practice is registered to provide the following regulated activities: treatment of disease, disorder or injury; family planning; surgical procedures; diagnostic and screening procedures and Maternity and midwifery services.
- There are two GPs, one female and one male, although there is only ever one GP on the premises. Occasionally a male GP locum carries out clinics on a Monday and Tuesday morning. There is one part-time female practice nurse and a number of other staff carrying out administrative duties.
- The practice is open between 8am and 6.30pm Tuesday to Friday and from 8am to 8pm on Mondays. Appointment time may vary depending on the day but appointments are generally from 9am to 11am and 4.20pm to 6pm Monday to Friday (except Thursday afternoon which is for emergencies only).
- Patients are able to book evening and weekend appointments at the local 'Thurrock Health Hubs' through the practice to see either a doctor or a nurse between 9.15am and 12.30pm, at one of four 'hubs'.
- When the practice is closed patients are advised to call 111 if they require medical assistance and it cannot wait until the surgery reopens. The out of hour's service is provided by IC24.
- National data indicates that people living in the area are fifth most deprived decile of the deprivation scoring in comparison to England.
- The practice provides services to a higher number of patients aged between 15 to 44 years.

Are services effective?

What we found at the last inspection

We rated the practice as requires improvement for providing effective services to people with long term conditions.

What we found at this inspection

We rated the long term conditions population group as good for providing effective services..

Effective needs assessment, care and treatment

The practice had improved the monitoring and care for people with long-term conditions.

- Patients with long-term conditions had a structured annual review to check their health and medicines needs were being met. For patients with the most complex needs, the GP worked with other health and care professionals to deliver a coordinated package of care.

- Staff who were responsible for reviews of patients with long term conditions had received specific training.
- GPs followed up patients who had received treatment in hospital or through out of hours services for an acute exacerbation of asthma.
- Adults with newly diagnosed cardiovascular disease were offered statins for secondary prevention. People with suspected hypertension were offered ambulatory blood pressure monitoring and patients with atrial fibrillation were assessed for stroke risk and treated as appropriate.
- The practice was able to demonstrate how it identified patients with commonly undiagnosed conditions, for example diabetes, chronic obstructive pulmonary disease (COPD), atrial fibrillation and hypertension).
- Unverified data for 2017/2018 QOF outcomes showed an improvement for long term condition indicators.

Please refer to the evidence tables for further information.

Are services caring?

What we found at the last inspection

We found that the provider did not have an effective system for seeking and acting on patient feedback and this was reflected in low data in some areas of the national GP patient survey. The practice had also identified a low number of carers.

What we found at this inspection.

We rated the practice as good for caring.

Kindness, respect and compassion

Staff treated patients with kindness, respect and compassion.

- Feedback from patients was positive about the way staff treat people.
- The practice gave patients timely support and information.
- The practice's GP patient survey results were in line with local and national averages for questions relating to kindness, respect and compassion. The July 2018 national GP patient survey data shows an improvement in patient satisfaction compared with the July 2017 results.

Involvement in decisions about care and treatment

Staff helped patients to be involved in decisions about care and treatment. They were aware of the Accessible Information Standard (a requirement to make sure that patients and their carers can access and understand the information that they are given.)

- Staff communicated with people in a way that they could understand, for example, communication aids and easy read materials were available.
- Staff helped patients and their carers find further information and access community and advocacy services. They helped them ask questions about their care and treatment.
- The practice proactively identified carers although they expressed the challenge to identify new carers. Where patients were identified as carers the practice supported them and any additional needs.
- The national GP patient survey results for the practice published in August 2018 were in line with local and national averages for questions relating to involvement in decisions about care and treatment. The practice had carried out internal surveys which were also positive regarding the involvement and decisions patients had with their care and treatment. The practice had monitored their feedback and acted on it.

Please refer to the evidence tables for further information.