

# The Lea 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

Overall rating for this service		Good	
Are services safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

# Summary of findings

## Contents

### Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	4
The six population groups and what we found	7
What people who use the service say	10
Areas for improvement	10
Outstanding practice	10

### Detailed findings from this inspection

Our inspection team	12
Background to The Lea Surgery	12
Why we carried out this inspection	12
How we carried out this inspection	12
Detailed findings	14

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Lea Surgery on 6 December, 2016. Overall the practice is rated as good.

Our key findings across all the areas we inspected were as follows:

- There was an extensive range of extended hour's appointments available to patients seven days a week.
- There was an open and transparent approach to safety and an effective system in place for reporting and recording significant events.
- Risks to patients were assessed and well managed.
- Staff assessed patients' needs and delivered care in line with current evidence based guidance. Staff had been trained to provide them with the skills, knowledge and experience to deliver effective care and treatment.
- Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment.

- Information about services and how to complain was available and easy to understand. Improvements were made to the quality of care as a result of complaints and concerns.
- Patients said they found it easy to make an appointment with a named GP and there was continuity of care, with urgent appointments 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 and complied with the requirements of the duty of candour.

### We saw two areas of outstanding practice:

- The practice provided patients with seven day access to the service, including a phlebotomy clinic every Saturday. Extended hours appointments were available seven days a week and the practice was

# Summary of findings

open every Saturday and Sunday for routine and emergency appointments. Patient satisfaction around access to the service was significantly higher than the local and national average. For example, the percentage of respondents to the GP patient survey who were 'very satisfied' or 'fairly satisfied' with their GP practice opening hours was 92% compared to the local average of 81% and the national average of 79%. A total of 97% of patients said the last appointment they got was convenient compared to the local average of 91% and the national average of 92%.

- The practice have put a system in place to ensure continuity of care for patients discharged from secondary care services by employing a full time pharmacist at the practice. The pharmacist takes the initial lead in relation to patients being discharged from secondary care. The pharmacist phones the

patient upon receiving the discharge summary to ensure that the patient understands any medication changes, has had services implemented and just as importantly ensures that the relevant pharmacy is notified of key changes so that blister packs can be amended appropriately. The pharmacist discusses any important discharge summaries with the duty doctor daily so that a plan of action can be formulated.

## **The areas where the provider should make improvement are:**

- Review audit systems in relation to the monitoring of prescription pads in accordance with national NHS guidelines.

## **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 safe?

The practice is rated as good for providing safe services.

Good



- Blank prescription forms and pads were securely stored, however there was no system in place to monitor their use.
- There was an effective system in place for reporting and recording significant events
- Lessons were shared to make sure action was taken to improve safety in the practice.
- When things went wrong patients received reasonable support, truthful information, and a written apology. They were told about any actions to improve processes to prevent the same thing happening again.
- The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse.
- Risks to patients were assessed and well managed.

### Are services effective?

The practice is rated as good for providing effective services.

Good



- Data from the Quality and Outcomes Framework (QOF) showed patient outcomes were at or above average compared to the national average. For example, the percentage of patients with COPD who had a review undertaken including an assessment of breathlessness using the medical research council dyspnoea scale in the preceding 12 months was
- Staff assessed needs and delivered care in line with current evidence based guidance.
- Clinical audits demonstrated quality improvement.
- Staff had the skills, knowledge and experience to deliver effective care and treatment.
- There was evidence of appraisals and personal development plans for all staff.
- Staff worked with other health care professionals to understand and meet the range and complexity of patients' needs.

### Are services caring?

The practice is rated as good for providing caring services.

Good



# Summary of findings

- Data from the national GP patient survey showed patients rated the practice comparable to the national average for several aspects of care and above average of satisfaction around access to the service.
- Patients said they were treated with compassion, dignity and respect and they were involved in decisions about their care and treatment.
- Information for patients about the services available was easy to understand and accessible.
- We saw staff treated patients with kindness and respect, and maintained patient and information confidentiality.

## Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

- There were extended appointments available seven days a week.
- There were phlebotomy clinics every Saturday morning.
- Practice staff reviewed the needs of its local population and engaged with the NHS England Area Team and Clinical Commissioning Group to secure improvements to services where these were identified.
- Patients said they found it easy to make an appointment with a named GP and there was continuity of care, with urgent appointments available the same day.
- The practice had good facilities and was well equipped to treat patients and meet their needs.
- Information about how to complain was available and easy to understand and evidence showed the practice responded quickly to issues raised. Learning from complaints was shared with staff and other stakeholders.

Good



## Are services well-led?

The practice is rated as good for being well-led.

- The practice had a clear vision and strategy to deliver high quality care and promote good outcomes for patients. Staff were clear about the vision and their responsibilities in relation to it following a recent restructure.
- There was a clear leadership structure and staff felt supported by management. The practice had a number of policies and procedures to govern activity and held regular governance meetings.

Good



# Summary of findings

- There was an overarching governance framework which supported the delivery of the strategy and good quality care. This included arrangements to monitor and improve quality and identify risk.
- The provider was aware of and complied with the requirements of the duty of candour. The partners encouraged a culture of openness and honesty. The practice had systems in place for notifiable safety incidents and ensured this information was shared with staff to ensure appropriate action was taken
- The practice proactively sought feedback from staff and patients, which it acted on. The patient participation group was active.
- There was a strong focus on continuous learning and improvement at all levels.

# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

The practice is rated as good for the care of older people.

- The practice offered proactive, personalised care to meet the needs of the older people in its population.
- The practice was responsive to the needs of older people, and offered home visits and urgent appointments for those with enhanced needs.
- All elderly housebound patients were visited on a quarterly basis to ensure preventive care and treatment for this patient cohort.
- There was a full-time onsite pharmacist to ensure continuity of care following discharge from secondary care.

Good



### People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

- Nursing staff had lead roles in chronic disease management and patients at risk of hospital admission were identified as a priority.
- The percentage of patients with diabetes, on the register, in whom the last IFCC-HbA1c is 64 mmol/mol or less in the preceding 12 months was 83% compared to the CCG average of 79% and the national average of 76%. The IFCC-HbA1c measures a patient's blood sugar levels.
- All these patients had a named GP and a structured annual review to check their health and medicines needs were being met. For those patients with the most complex needs, the named GP worked with relevant health and care professionals to deliver a multidisciplinary package of care.

Good



### Families, children and young people

The practice is rated as good for the care of families, children and young people.

- There were systems in place to identify and follow up children living in disadvantaged circumstances and who were at risk, for example, children and young people who had a high number of A&E attendances. Immunisation rates were relatively high for all standard childhood immunisations.

Good



# Summary of findings

- Patients told us that children and young people were treated in an age-appropriate way and were recognised as individuals, and we saw evidence to confirm this.
- The percentage of women aged 25-64 whose notes record that a cervical screening test has been performed in the preceding 5 years was 83% compared to the CCG average of 81% and the national average of 82%.
- Appointments were available outside of school hours and the premises were suitable for children and babies.
- We saw positive examples of joint working with midwives and health visitors.

## **Working age people (including those recently retired and students)**

The practice is rated as good for the care of working-age people (including those recently retired and students).

- Extended hours appointments were available seven days a week.
- The needs of the working age population, those recently retired and students had been identified and the practice had adjusted the services it offered to ensure these were accessible, flexible and offered continuity of care.
- Telephone and electronic consultations available for patients who are unable to attend the practice.
- The practice was proactive in offering online services as well as a full range of health promotion and screening that reflects the needs for this age group.

**Good**



## **People whose circumstances may make them vulnerable**

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

- The practice held a register of patients living in vulnerable circumstances including homeless people, travellers and those with a learning disability.
- The practice offered longer appointments for patients with a learning disability.
- The practice regularly worked with other health care professionals in the case management of vulnerable patients.
- The practice informed vulnerable patients about how to access various support groups and voluntary organisations.

**Good**





# Summary of findings

- Staff knew how to recognise signs of abuse in vulnerable adults and children. Staff were aware of their responsibilities regarding information sharing, documentation of safeguarding concerns and how to contact relevant agencies in normal working hours and out of hours.

## People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

- The percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who had a comprehensive care plan documented in the record, in the preceding 12 months, was 85% compared to the CCG average of 85% and the national average of 88%.
- The practice regularly worked with multi-disciplinary teams in the case management of patients experiencing poor mental health, including those with dementia.
- The practice carried out advance care planning for patients with dementia.
- The practice had told patients experiencing poor mental health about how to access various support groups and voluntary organisations.
- The practice had a system in place to follow up patients who had attended accident and emergency where they may have been experiencing poor mental health.
- Staff had a good understanding of how to support patients with mental health needs and dementia.

Good



# Summary of findings

## What people who use the service say

The national GP patient survey results were published in July 2016. The results showed the practice was performing above the local and national averages. A total of 370 survey forms were distributed and 104 were returned. This represented one per cent of the practice's patient list.

- 78% of patients found it easy to get through to this practice by phone compared to the CCG average of 76% and the national average of 73%.
- 85% of patients were able to get an appointment to see or speak to someone the last time they tried compared to the CCG average of 75% and the national average of 76%.
- 84% of patients described the overall experience of this GP practice as good compared to the CCG average of 84% and the national average of 85%.

- 81% of patients said they would recommend this GP practice to someone who has just moved to the local area compared to the CCG average and national average of 80%.

As part of our inspection we also asked for CQC comment cards to be completed by patients prior to our inspection. We received 26 comment cards which were all positive about the standard of care received. Common themes in the comments cards were around staff being warm, caring, good listeners and providing holistic care.

We spoke with three patients during the inspection. All of the patients said they were satisfied with the care they received and thought staff were approachable, committed and caring.

## Areas for improvement

### Action the service **SHOULD** take to improve

- Review audit systems in relation to the monitoring of prescription pads in accordance with national NHS guidelines.

## Outstanding practice

- The practice provided patients with seven day access to the service, including a phlebotomy clinic every Saturday. Extended hours appointments were available seven days a week and the practice was open every Saturday and Sunday for routine and emergency appointments. Patient satisfaction around access to the service was significantly higher than the local and national average. For example, the percentage of respondents to the GP patient survey who were 'very satisfied' or 'fairly satisfied' with their GP practice opening hours was 92% compared to the local average of 81% and the

national average of 79%. A total of 97% of patients said the last appointment they got was convenient compared to the local average of 91% and the national average of 92%.

- The practice have put a system in place to ensure continuity of care for patients discharged from secondary care services by employing a full time pharmacist at the practice. The pharmacist takes the initial lead in relation to patients being discharged from secondary care. The pharmacist phones the patient upon receiving the discharge summary to ensure that the patient understands any medication changes, has had services implemented and just as importantly ensures that the relevant pharmacy is notified of key changes so that blister packs can be

# Summary of findings

amended appropriately. The pharmacist discusses any important discharge summaries with the duty doctor daily so that a plan of action can be formulated.

# The Lea Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team consisted of a CQC lead inspector, a GP specialist adviser and a practice manager specialist advisor.

## Background to The Lea Surgery

The Lea Surgery is located in the London Borough of Hackney within the NHS Hackney Clinical Commissioning Group. The practice holds a Personal Medical Services contract (an agreement between NHS England and general practices for delivering primary care services to local communities). The practice provides a full range of enhanced services including childhood immunisation and vaccination, meningitis immunisation, dementia support, learning disabilities support, influenza and pneumococcal immunisations, rotavirus and shingles immunisation, unplanned admissions avoidance and minor surgery.

The practice is registered with the Care Quality Commission to carry on the regulated activities of family planning, maternity and midwifery services, treatment of disease, disorder or injury, diagnostic and screening procedures and surgical procedures.

The practice has a patient list size of 10,782. The practice has a similar proportion of people with a long standing health condition than the local average (47% compared to the CCG average of 45% and the national average of 54%). The practice serves a diverse community with approximately 41% White, 34% Black, 12% Asian and 13% non-white ethnic groups. At 78 years, male life expectancy

is in line with the CCG average of 78 years and the England average of 79 years. At 82 years, female life expectancy is in line with the CCG average of 82 years and the England average of 83 years.

The practice has fewer patients aged 60 years of age and older compared to an average GP practice in England. The percentage of patients between the ages of 25 and 39 is higher than the average GP practice in England. The surgery is based in an area with a deprivation score of one out of ten (one being the most deprived). Children and older people registered with the practice have a higher level of income deprivation compared to the local and national averages. Patients at this practice have a higher rate of unemployment than the national average.

The clinical team at the practice included one principal male GP, eight sessional male GPs, two female advanced nurse practitioners, one female practice nurse, one male pharmacist and one female phlebotomist. The non-clinical team at the practice included one practice manager and 10 administrative staff. There were 49 GP sessions available per week.

The practice is open and appointments are available from 8am to 7.30pm Monday to Friday; on Saturday between 9am to 1pm and 2pm to 5pm; and on Sunday between 10am to 1pm and 2pm to 5pm.

Extended hours access is available seven days a week with appointments between 6.30pm to 7.30pm Monday to Friday. Extended hours appointments are available every Saturday from 9am to 1pm and 2pm to 5pm and on Sunday from 10am to 1pm and 2pm to 5pm.

Urgent appointments are available each day and GPs also provide telephone consultations for patients. An out of

# Detailed findings

hour's service is provided for patients when the practice is closed. Information about the out of hour's service is provided to patients through posters in the waiting area, on the practice website and the practice leaflet.

## Why we carried out this inspection

This was the first inspection for this practice. 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. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

## How we carried out this inspection

Before visiting, we reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 6 December 2016.

During our visit we:

- Spoke with a range of clinical and non-clinical staff and spoke with patients who used the service.
- Observed how patients were being cared for and talked with carers and/or family members

- Reviewed comment cards where patients and members of the public shared their views and experiences of the service.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

We also looked at how well services were provided for specific groups of people and what good care looked like for them. The population groups are:

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

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

### Safe track record and learning

There was an effective system in place for reporting and recording significant events.

- Staff told us they would inform the practice manager of any incidents and there was a recording form available on the practice's computer system. The incident recording form supported the recording of notifiable incidents under the duty of candour. The duty of candour is a set of specific legal requirements that providers of services must follow when things go wrong with care and treatment.
- We saw evidence that when things went wrong with care and treatment, patients were informed of the incident, received reasonable support, truthful information, a written apology and were told about any actions to improve processes to prevent the same thing happening again.
- The practice carried out a thorough analysis of the significant events.

We reviewed safety records, incident reports, patient safety alerts and minutes of meetings where these were discussed. We saw evidence that lessons were shared and action was taken to improve safety in the practice. For example, we reviewed an incident where a patient was referred for hospital care without their knowledge due to a miscommunication during consultation. This caused confusion when they were contacted for additional tests by a secondary care provider. The practice responded with candour and apologised to the patient for the miscommunication. The incident was reviewed at the practice clinical meeting and minutes were shared with all clinical staff.

### Overview of safety systems and processes

The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse, which included:

- Arrangements were in place to safeguard children and vulnerable adults from abuse. These arrangements reflected relevant legislation and local requirements. Policies were accessible to all staff. The policies clearly outlined who to contact for further guidance if staff had

concerns about a patient's welfare. There was a lead GP for safeguarding adults and children. The GPs attended safeguarding meetings when possible and always provided reports where necessary for other agencies. Staff demonstrated they understood their responsibilities and all had received training on safeguarding children and vulnerable adults relevant to their role. GPs and nurses were trained to child safeguarding level 3; all remaining staff were training to child safeguarding level 2.

- A notice in the waiting room advised patients that chaperones were available if required. All staff who acted as chaperones were trained for the role and had received a Disclosure and Barring Service (DBS) check. DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable. Patients we spoke to on the day of inspection were aware of the chaperone system.
- The practice maintained appropriate standards of cleanliness and hygiene. We observed the premises to be clean and tidy. One of the nurse practitioners was the infection control clinical lead who liaised with the local infection prevention teams to keep up to date with best practice. There was an infection control protocol in place and staff had received up to date training. Annual infection control audits were undertaken and we saw evidence that action was taken to address any improvements identified as a result.
- The arrangements for managing medicines, including emergency medicines and vaccines, in the practice kept patients safe (including obtaining, prescribing, recording, handling, storing, security and disposal). Processes were in place for handling repeat prescriptions which included the review of high risk medicines. The practice carried out regular medicines audits, with the support of the local CCG pharmacy teams, to ensure prescribing was in line with best practice guidelines for safe prescribing. Blank prescription forms and pads were securely stored, however there was no system in place to monitor their use. The two nurses had qualified as Independent Prescribers and could therefore prescribe medicines for specific clinical conditions. These advanced nurse practitioners received mentorship and support from the medical staff for this extended role. Patient Group

## Are services safe?

Directions (PGDs) had been adopted by the practice to allow the nurse practitioners to administer other medicines in line with legislation. (PGDs are written instructions from a qualified and registered prescriber for a medicine including the dose, route and frequency or appliance to be supplied or administered to groups of patients who may not be individually identified before presentation for treatment.)

- We reviewed nine personnel files and found appropriate recruitment checks had been undertaken prior to employment. For example, proof of identification, references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service.

### Monitoring risks to patients

Risks to patients were assessed and well managed.

- There were procedures in place for monitoring and managing risks to patient and staff safety. There was a health and safety policy available with a poster in the reception office which identified local health and safety representatives. The practice had up to date fire risk assessments and carried out regular fire drills. All electrical equipment was checked to ensure the equipment was safe to use and clinical equipment was checked to ensure it was working properly. The practice had a variety of other risk assessments in place to monitor safety of the premises such as control of substances hazardous to health and infection control and legionella. Legionella is a term for a particular bacterium which can contaminate water systems in buildings.

- Arrangements were in place for planning and monitoring the number of staff and mix of staff needed to meet patients' needs. There was a rota system in place for all the different staffing groups to ensure enough staff were on duty.

### Arrangements to deal with emergencies and major incidents

The practice had adequate arrangements in place to respond to emergencies and major incidents.

- There was an instant messaging system on the computers in all the consultation and treatment rooms which alerted staff to any emergency.
- All staff received annual basic life support training and there were emergency medicines available in the treatment room.
- The practice had a defibrillator available on the premises and oxygen with adult and children's masks. A first aid kit and accident book were available.
- Emergency medicines were easily accessible to staff in a secure area of the practice and all staff knew of their location. All the medicines we checked were in date and stored securely.
- The practice had a business continuity plan in place for major incidents such as power failure or building damage. The plan included emergency contact numbers for staff.



# Are services effective?

(for example, treatment is effective)

## Our findings

### Effective needs assessment

The practice assessed needs and delivered care in line with relevant and current evidence based guidance and standards, including National Institute for Health and Care Excellence (NICE) best practice guidelines.

- The practice had systems in place to keep all clinical staff up to date. Staff had access to guidelines from NICE and used this information to deliver care and treatment that met patients' needs.
- The practice monitored that these guidelines were followed through risk assessments, audits and random sample checks of patient records.

### Management, monitoring and improving outcomes for people

The practice used the information collected for the Quality and Outcomes Framework (QOF) and performance against national screening programmes to monitor outcomes for patients. QOF is a system intended to improve the quality of general practice and reward good practice. The most recent published results were 99.8% of the total number of points available. The practice exception reporting rate was higher than the local and national averages for several clinical domains. Exception reporting is the removal of patients from QOF calculations where, for example, the patients are unable to attend a review meeting or certain medicines cannot be prescribed because of side effects. We reviewed clinical records where exception rate reporting was higher than the national average and found the exceptions to be clinically acceptable.

This practice was an outlier for one national clinical target. Data from 2014/15 showed:

- The ratio of reported versus expected prevalence for Coronary Heart Disease (CHD) was 0.42 compared to the CCG average of 0.48 and the national average of 0.71. We were told this was due to a young patient population.

This practice was not an outlier for any QOF targets. Data from 2014/15 showed:

- Performance for mental health related indicators was comparable to the national average. For example, the percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who had a

comprehensive care plan documented in the record, in the preceding 12 months, was 85% (exception reporting rate 10%), compared to the CCG average of 85% and the national average of 88%.

- Performance for asthma related indicators was above the national average. The percentage of patients with asthma, on the register, who had an asthma review in the preceding 12 months that includes an assessment of asthma control using the three Royal College of Physicians questions was 82% (exception reporting rate 2%) compared to the CCG average of 82% and the national average of 75%.
- Performance for chronic obstructive pulmonary disease (COPD) related indicators was above the national average. The percentage of patients with COPD who had a review undertaken including an assessment of breathlessness using the medical research council dyspnoea scale in the preceding 12 months was 96% (exception reporting rate 1%) compared to the CCG average of 95% and the national average of 90%.
- Performance for diabetes related indicators was above the national average. The percentage of patients with diabetes, on the register, whose last measured total cholesterol (measured within the preceding 12 months) is 5 mmol/l or less was 83% (exception reporting rate 7%) compared to the CCG average of 79% and the national average of 78%.
- Performance for hypertension related indicators was above the national average. The percentage of patients with hypertension in whom the last blood pressure reading measured in the preceding 12 months is 150/90mmHg or less was 90% (exception reporting rate 3%) compared to the CCG average of 88% and the national average of 84%.
- Performance for dementia related indicators was above the national average. The percentage of patients diagnosed with dementia whose care has been reviewed in a face-to-face review in the preceding 12 months was 89% (exception reporting rate 3%) compared to the CCG average of 88% and the national average of 84%.

There was evidence of quality improvement including clinical audit.



# Are services effective?

## (for example, treatment is effective)

- There had been seven clinical audits carried in the last two years, three of these were completed two-cycle audits where the improvements made were implemented and monitored.
- The practice participated in local audits, national benchmarking, accreditation and peer review.
- Findings were used by the practice to improve services. For example, recent action taken included a completed audit on Prostate-specific antigens (PSA). When patients have raised PSAs they are referred to a Urologist and are typically discharged back to primary care with the advice of having a repeat PSA test every 12 months. The practice felt this could be a risk to patients if they failed to book the PSA test and created a register for patients with raised PSAs. The practice conducts an annual audit to ensure all patients on the register have been checked within the last 12 months. The first audit showed that only 33% of these patients had been back within 12 months for a PSA test. The second audit showed that following the implementation of the PSA register 73% of all patients had a repeat PSA test within the required timescales. The practice's aim is to maintain a threshold of 80%; patient recalls were underway at the time of our inspection.

### Effective staffing

Staff had the skills, knowledge and experience to deliver effective care and treatment.

- The practice had a comprehensive four week induction programme for all newly appointed staff, to be extended if required. This covered such topics as ensuring functional knowledge of the electronic patient management system, understanding the roles and responsibilities of all staff within the practice, safeguarding, infection prevention and control, fire safety, health and safety and confidentiality.
- The practice could demonstrate how they ensured role-specific training and updating for relevant staff. For example, mental capacity act training for GPs and nurses.
- Staff administering vaccines and taking samples for the cervical screening programme had received specific training which had included an assessment of competence. Staff who administered vaccines could

demonstrate how they stayed up to date with changes to the immunisation programmes, for example by access to on line resources and discussion at practice meetings.

- The learning needs of staff were identified through a system of appraisals, meetings and reviews of practice development needs. Staff had access to appropriate training to meet their learning needs and to cover the scope of their work. This included ongoing support, one-to-one meetings, coaching and mentoring, clinical supervision and facilitation and support for revalidating GPs. All staff had received an appraisal within the last 12 months.
- Staff received training that included: safeguarding, fire safety awareness, basic life support and information governance. Staff had access to and made use of e-learning training modules and in-house training.

### Coordinating patient care and information sharing

The information needed to plan and deliver care and treatment was available to relevant staff in a timely and accessible way through the practice's patient record system and their intranet system.

- This included care and risk assessments, care plans, medical records and investigation and test results.
- The practice shared relevant information with other services in a timely way, for example when referring patients to other services.

Staff worked together and with other health and social care professionals to understand and meet the range and complexity of patients' needs and to assess and plan ongoing care and treatment. This included when patients moved between services, including when they were referred, or after they were discharged from hospital. Meetings took place with other health care professionals on a monthly basis when care plans were routinely reviewed and updated for patients with complex needs. We reviewed minutes from a recent meeting with the clinical team at the practice, community matron and district nurse. The healthcare professionals discussed vulnerable patients with complex care needs and worked together to ensure patients' needs were being met. For example, the team discussed a patient that required a deprivation of liberty assessment by social services. The assessment had not been completed and the team agreed an action plan to ensure the assessment was carried out.

# Are services effective?

(for example, treatment is effective)

## Consent to care and treatment

Staff sought patients' consent to care and treatment in line with legislation and guidance.

- Staff understood the relevant consent and decision-making requirements of legislation and guidance, including the Mental Capacity Act 2005. When providing care and treatment for children and young people, staff carried out assessments of capacity to consent in line with relevant guidance.
- Where a patient's mental capacity to consent to care or treatment was unclear the GP or practice nurse assessed the patient's capacity and, recorded the outcome of the assessment.
- The process for seeking consent was monitored through patient records audits.

## Supporting patients to live healthier lives

The practice identified patients who may be in need of extra support. For example:

- Patients receiving end of life care, carers, those at risk of developing a long-term condition.
- The practice provides support to patients requiring assistance with weight loss and smoking cessation.
- The practice offers advice on benefits and welfare rights to their patients. A qualified benefits advisor attends the practice once a week, on Wednesdays; patients can book an appointment through reception to meet with the advisor.

The practice's uptake for the cervical screening programme was 83% which was comparable to the CCG average of 81% and the national average of 82%. There was a policy to offer telephone reminders for patients who did not attend for their cervical screening test. The practice demonstrated how they encouraged uptake of the screening programme by using information in different languages and for those with a learning disability and they ensured a female sample taker was available. The practice also encouraged its patients to attend national screening programmes for bowel and breast cancer screening. There were failsafe systems in place to ensure results were received for all samples sent for the cervical screening programme and the practice followed up women who were referred as a result of abnormal results.

Childhood immunisation rates for the vaccinations given were above to national average. For example, childhood immunisation rates for the vaccinations given to under two year olds ranged from 94% to 98% (national average of 73% to 95%) and five year olds from 92% to 99% (national average 83% to 95%).

Patients had access to appropriate health assessments and checks. These included health checks for new patients and NHS health checks for patients aged 40–74. Appropriate follow-ups for the outcomes of health assessments and checks were made, where abnormalities or risk factors were identified.

# Are services caring?

## Our findings

### Kindness, dignity, respect and compassion

We observed members of staff were courteous and very helpful to patients and treated them with dignity and respect.

- Curtains were provided in consulting rooms to maintain patients' privacy and dignity during examinations, investigations and treatments.
- We noted that consultation and treatment room doors were closed during consultations; conversations taking place in these rooms could not be overheard.
- Reception staff knew when patients wanted to discuss sensitive issues or appeared distressed they could offer them a private room to discuss their needs.

All of the 26 patient Care Quality Commission comment cards we received were positive about the service experienced. Patients said they felt the practice offered an excellent service and staff were helpful, caring and treated them with dignity and respect.

We spoke with one member of the patient participation group (PPG). They also told us they were satisfied with the care provided by the practice and said their dignity and privacy was respected. Comment cards highlighted that staff responded compassionately when they needed help and provided support when required.

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

- 87% of patients said the GP was good at listening to them compared to the CCG average of 88% and the national average of 87%.
- 84% of patients said the GP gave them enough time compared to the CCG average of 86% and the national average of 87%.
- 94% of patients said they had confidence and trust in the last GP they saw compared to the CCG and national average of 95%.

- 87% of patients said the last GP they spoke to was good at treating them with care and concern compared to the CCG average of 83% and the national average of 85%.
- 88% of patients said the last nurse they spoke to was good at treating them with care and concern compared to the CCG average of 86% and the national average of 91%.
- 80% of patients said they found the receptionists at the practice helpful compared to the CCG average of 86% and the national average of 87%.

### Care planning and involvement in decisions about care and treatment

Patients told us they felt involved in decision making about the care and treatment they received. They also told us they felt listened to and supported by staff and had sufficient time during consultations to make an informed decision about the choice of treatment available to them. Patient feedback from the comment cards we received was also positive and aligned with these views. We also saw that care plans were personalised.

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 with local and national averages. For example:

- 84% of patients said the last GP they saw was good at explaining tests and treatments compared to the CCG and national average of 86%.
- 87% of patients said the last GP they saw was good at involving them in decisions about their care compared to the CCG average of 80% and the national average of 82%.
- 83% of patients said the last nurse they saw was good at involving them in decisions about their care compared to the CCG average of 81% and the national average of 85%.

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

- Staff told us that translation services were available for patients who did not have English as a first language. We saw notices in the reception areas informing patients this service was available.

## Are services caring?

- Staff at the practice speak a combined total of 12 languages.
- Information leaflets were available in easy read format.

### **Patient and carer support to cope emotionally with care and treatment**

Patient information leaflets and notices were available in the patient waiting area which told patients how to access a number of support groups and organisations. Information about support groups was also available on the practice website.

The practice's computer system alerted GPs if a patient was also a carer. The practice had identified 107 patients as

carers (one per cent of the practice list). Written information was available to direct carers to the various avenues of support available to them including information about young carer's services and flu jabs for carers. The practice website has useful information for carers including housing, finance, support services and benefits available to carers, this information is also included in a pack the practice provide to carers.

Staff told us that if families had suffered bereavement, their usual GP contacted them or sent them a sympathy card. This call was either followed by a patient consultation at a flexible time and location to meet the family's needs and/or by giving them advice on how to find a support service.

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

### Responding to and meeting people's needs

The practice reviewed the needs of its local population and engaged with the NHS England Area Team and Clinical Commissioning Group (CCG) to secure improvements to services where these were identified.

- There was a phlebotomy clinic every Saturday.
- The practice provided an extensive range of extended hours including appointments every Saturday and Sunday.
- There were longer appointments available for patients with a learning disability, cancer, new diagnosis of diabetes, and COPD, and those working with an advocate.
- Home visits were proactively managed on a quarterly basis for older patients and patients who had clinical needs which resulted in difficulty attending the practice.
- Same day appointments were available for children and those patients with medical problems that require same day consultation.
- Patients were able to receive travel vaccinations available on the NHS and were referred for vaccines available privately.
- There were disabled facilities, a hearing loop and translation services available.
- There was an onsite pharmacist to ensure continuity of care for patients following discharge from secondary care.

### Access to the service

The practice was open between 8am and 7.30pm Monday to Friday; 9am to 5pm Saturday; 10am to 5pm Sunday (the practice closes from 1pm to 2pm on Saturday and Sunday). Appointments were from 8am to 6.30pm Monday to Friday.

Extended hours appointments were offered seven days a week:

- Monday to Friday between 6.30pm to 7.30pm
- Saturday between 9am to 1pm and 2pm to 5pm
- Sunday between 10am to 1pm and 2pm to 5pm

In addition to pre-bookable appointments that could be booked up to four weeks in advance, urgent appointments were also available for people that needed them. Results

from the national GP patient survey showed that patient's satisfaction with how they could access care and treatment was higher than the local and national averages. For example:

- 92% of patients were satisfied with the practice's opening hours compared to the CCG average of 81% and the national average of 79%.
- 78% of patients said they could get through easily to the practice by phone compared to the CCG average of 76% and the national average of 73%.

People told us on the day of the inspection that they were able to get appointments when they needed them.

The practice had a system in place to assess:

- whether a home visit was clinically necessary; and
- the urgency of the need for medical attention.

In cases where the urgency of need was so great that it would be inappropriate for the patient to wait for a GP home visit, alternative emergency care arrangements were made. Clinical and non-clinical staff were aware of their responsibilities when managing requests for home visits.

### Listening and learning from concerns and complaints

The practice had an effective system in place for handling complaints and concerns.

- Its complaints policy and procedures were in line with recognised guidance and contractual obligations for GPs in England.
- There was a designated GP lead that monitored the management of all complaints in the practice.
- We saw that information was available to help patients understand the complaints system on the practice website, in the practice leaflet and in the patient waiting area.

We looked at eight complaints received in the last 12 months and found that all complaints were managed in line with practice policy. Lessons were learnt from individual concerns and complaints and also from analysis of trends and action was taken as a result to improve the quality of care. For example, we reviewed a complaint regarding a patient that waited approximately 45 minutes in the waiting area to be seen. We saw evidence that the practice apologised to the patient and discussed the

## Are services responsive to people's needs? (for example, to feedback?)

learning with staff to ensure it did not happen again.  
Following the complaint staff were asked to directly check  
with the clinician how long the wait would be so patients  
can be informed.

# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

### Vision and strategy

The practice had a clear vision to deliver high quality care and promote good outcomes for patients.

- The practice had a mission statement and staff knew and understood the values.
- The practice had a strategy and supporting business plans which reflected the vision and values and were regularly monitored.

### Governance arrangements

The practice had an overarching governance framework which supported the delivery of the strategy and good quality care. This outlined the structures and procedures in place and ensured that:

- There was a clear staffing structure and that staff were aware of their own roles and responsibilities. We saw evidence that the practice maintained a strong ethos of keeping all members of staff informed including making non-clinical staff aware of clinical issues.
- Practice specific policies were implemented and were available to all staff.
- A comprehensive understanding of the performance of the practice was maintained
- A programme of continuous clinical and internal audit was used to monitor quality and to make improvements.
- There were arrangements for identifying, recording and managing risks, issues and implementing mitigating actions.

### Leadership and culture

On the day of inspection the principal GP in the practice demonstrated the experience, capacity and capability to run the practice and ensure high quality care. The principal GP told us they prioritised safe, high quality and compassionate care. Staff told us the principal GP was approachable and always took the time to listen to all members of staff.

The provider was aware of and had systems in place to ensure compliance with the requirements of the duty of candour. The duty of candour is a set of specific legal

requirements that providers of services must follow when things go wrong with care and treatment. This included support training for all staff on communicating with patients about notifiable safety incidents. The principal GP encouraged a culture of openness and honesty. The practice had systems in place to ensure that when things went wrong with care and treatment:

- The practice gave affected people reasonable support, truthful information and a verbal and written apology.
- The practice kept written records of verbal interactions as well as written correspondence.

There was a clear leadership structure in place and staff felt supported by management.

- Staff told us the practice held regular team meetings.
- Staff told us there was an open culture within the practice and they had the opportunity to raise any issues at team meetings and felt confident and supported in doing so.
- Staff said they felt respected, valued and supported, particularly by the partners in the practice. All staff were involved in discussions about how to run and develop the practice, and the partners encouraged all members of staff to identify opportunities to improve the service delivered by the practice.

### Seeking and acting on feedback from patients, the public and staff

The practice encouraged and valued feedback from patients, the public and staff. It proactively sought patients' feedback and engaged patients in the delivery of the service.

- The practice had gathered feedback from patients through the patient participation group (PPG) and through surveys and complaints received. The PPG met regularly, carried out patient surveys and submitted proposals for improvements to the practice management team. For example, the PPG told the practice that the cleanliness of the patient toilet was not always maintained. Following the feedback the practice produced a rota for reception staff to regularly check the patient toilet throughout the day to ensure high levels of cleanliness were maintained.
- The practice had gathered feedback from staff through annual staff survey, staff meetings and generally



# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

through staff meetings, appraisals and discussion. Staff told us they would not hesitate to give feedback and discuss any concerns or issues with colleagues and management. Staff told us they felt involved and engaged to improve how the practice was run.

## Continuous improvement

There was a focus on continuous learning and improvement at all levels within the practice. For example, as well as the regular practice meetings and clinical

meetings, the nurses at the practice met regularly for 'reflecting meetings' where they shared learning from training or patient consultation. Topics identified at these reflecting meetings would be shared at practice meetings and clinical meetings if there was a need. We saw evidence that this was the ethos throughout the practice as a whole. Teams worked well together and used the strong governance systems in place for sharing information and learning.