

Martello Health Centre

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?

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 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.

This inspection was a desk-based review 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. 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:

- Improvements had been made to clinical oversight and audits had been conducted to help ensure the safe and effective management of patient information.
- The practice was actively monitoring appointment availability and regularly provided between 30 and 40 appointments daily. This represented an increase of 50% in appointment availability since May 2017.
- The practice had introduced additional nurse clinics in November 2017 but acknowledged despite this patients had experienced a slight increase in waiting times for clinical appointments in December 2017.

- The patient participation group had been consulted and kept informed by the practice of proposed improvements to services.
- The most recent national GP patient survey, published July 2017, showed that patient's satisfaction levels had declined in some areas when compared to the July 2016 survey results.
- The practice had seen an increase of 4% in patients recommending the service. 85% of respondents to the NHS Friends and Family Test over the past three months stated they were likely or extremely likely to recommend the practice to their friends or family.

At this inspection we found that continued to be areas where the provider needs to make improvement. Consequently, the practice is still rated as requires improvement for providing responsive services.

The areas of practice where the provider needs to make improvements.

- Continue to improve and maintain patient access to services.
- Develop and implement plans to improve patient satisfaction scores with services provided.

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

Summary of findings

Areas for improvement

Action the service **MUST** take to improve

- Continue to improve and maintain patient access to services.
- Develop and implement 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 of Martello Health Centre. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

At our previous inspection on 16 May 2017, we rated the practice as requires improvement for providing responsive services. Some results from the national GP patient survey published in July 2016 were lower than local clinical commissioning group (CCG) and national averages. There was limited access to routine appointments.

We found the practice had been activity monitoring the delivery of their services and had made improvements when we undertook a follow up inspection on 5 January 2018. However, the national GP patient survey results for July 2017 showed a decline in some patient satisfaction scores. The practice remains rated requires improvement for providing responsive services.

Access to the service

The practice had actively monitored all appointment availability and records showed they were now regularly providing between 30 and 40 appointments daily, an increase of 50% in appointment availability since May 2017. The practice had successfully appointed nurse practitioners conducting regular sessions and alleviating some of the demand on GP services. This included introducing additional nurse clinics in November 2017.

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.

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 continued to monitor patient responses to the NHS Friends and Family Test. The practice had identified a 4% increase of patients reporting they would recommend the practice over seven months. Responses received from patients during February, March and April 2016 showed 81% of respondents were likely or extremely likely to recommend the practice. We reviewed responses received from patients over the past three months (October, November and December 2017) of which 85% of respondents stated they were likely or extremely likely to recommend the practice to their friends or family.

A local care home provided the Care Quality Commission with feedback on the practice. The practice had introduced a protocol to help ensure the timely prioritisation of calls from the care home. The home reported this had been effective and improved access to services for their residents.