

The Sorsby Medical Practice

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 caring?

Good



Summary of findings

Contents

Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Our inspection team	4
Background to The Sorsby Medical Practice	4
Why we carried out this inspection	4
How we carried out this inspection	4

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced, comprehensive inspection at The Sorsby Medical Practice on 29 November 2016. The overall rating for the practice was 'good' overall but was rated 'requires improvement' for providing caring services. The full comprehensive report on 29 November 2016 inspection can be found by selecting the 'all reports' link for The Sorsby Medical Practice on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 13 September 2017 to confirm that the practice had carried out their plan to make improvements to their service in relation to the concerns that we identified in our previous inspection on 29 November 2016. This report covers our findings in relation to those additional improvements made since our last inspection.

Overall the practice is now rated as 'good' overall and 'good' for providing caring services.

Our key findings were as follows:

- The practice had monitored patients' experience of the service and made changes to improve patients' experiences.
- The changes made had resulted in some improved results in the National GP Survey; we were satisfied that the practice was committed to on going improvements that should increase patient satisfaction over the longer term.

However, there was also one area of practice where the provider needs to make improvements.

The provider should:

- Continue to monitor the appointments system to drive improvement in the quality of access for patients and communicate effectively with patients around changes to the appointments system.

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?

The practice is rated as 'good' for providing caring services.

- The practice had monitored patients' experience of the service and made changes to improve patients' experiences.
- Data from the national GP patient survey showed an improved level of patient satisfaction between 2016 and 2017.
- The practice was aware of areas which remained to be improved, including making changes to the appointment system. An action plan was in the process of being implemented to address patient concerns.
- We were satisfied that the practice was committed to ongoing improvements that should increase patient satisfaction over the longer term.

Good



The Sorsby Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector carried out this inspection.

Background to The Sorsby Medical Practice

The Sorsby Medical Practice is in Hackney, east London. It is one of the 43 member GP practices in NHS City and Hackney Clinical Commissioning Group (CCG).

The practice is located in the most deprived decile of areas in England. At 79 years, male life expectancy is the same as the England average. At 83 years, female life expectancy is the same as the England average. The provider tells us the practice serves a diverse population made up of 50% African / Caribbean / Black British; 30% White British / White Other; 10% Turkish; and 10% South Asian people.

The practice has approximately 4,500 registered patients. Its age distribution is similar to the England average, and the practice has the third highest proportion of patients aged 75+ years in the CCG.

Services are provided by The Sorsby Medical Practice under an Alternative Provider Medical Services (APMS) contract with NHS England.

The practice is in purpose-built premises. There is wheelchair access to the practice including automatic doors, a disabled toilet and a lift to the patient areas on the upper floor. There are five clinical rooms.

There are four GP partners and seven salaried GPs working at the practice, nine female and two male. There are also four practice nurses, two healthcare assistants, and a

clinical pharmacist. The clinical staff are supported by a practice co-ordinator, secretarial and receptionist staff, headed up by a business manager and an assistant business manager.

The practice's opening times are:

- 8.00am to 8.00pm on Monday (includes extended hours appointments between 6.30pm and 7.30pm).
- 7.00am to 7.00pm on Tuesday (includes extended hours appointments between 7.00am and 8.00am).
- 8.00am to 7.00 pm on Wednesday, Thursday and Friday.

Patients are directed to an out of hours GP service outside these times.

The Sorsby Medical Practice is registered with the Care Quality Commission to carry on the following regulated activities at 3 Mandeville Street, London E5 0DH: Diagnostic and screening procedures, Family planning, Maternity and midwifery services, Surgical procedures, and Treatment of disease, disorder or injury.

Why we carried out this inspection

We undertook a comprehensive inspection of The Sorsby Medical Practice on 29 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as 'good' overall, but was rated 'requires improvement' for providing caring services. The full comprehensive report following the inspection on 29 November 2016 can be found by selecting the 'all reports' link for The Sorsby Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up, desk-based inspection of The Sorsby Medical Practice on 13 September 2017. This

Detailed findings

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.

How we carried out this inspection

We carried out a desk-based focused inspection of The Sorsby Medical Practice on 13 September 2017. This involved reviewing evidence that:

- The provider had implemented an action plan to improve patients' experience of the service.

Please note that when referring to information throughout this report, for example any reference to the national GP patient survey, this relates to the most recent information available to the CQC at that time.

Are services caring?

Our findings

At our previous inspection on 29 November 2016, we rated the practice as requires improvement for providing caring services as the results from the national GP Survey published in July 2016 showed that patients rated the practice lower than others for several aspects of care.

Kindness, dignity, respect and compassion

Results from the national GP patient survey in July 2016 showed that patients were less likely to feel they were treated with compassion, dignity and respect. Since that time, the practice had implemented an action plan to improve patients' experiences at the practice. For example, an additional reception supervisor had specifically been provided to support patients accessing the practice during the afternoon and evenings. The structure of the reception team had also been changed so that it now included a Team Leader who had received additional training in leadership and communication skills. A new series of non-clinical staff meetings were being convened on a regular basis to review and address any patient or staff concerns as they arose. The aim of these changes was to improve the relationships between the non-clinical staff and the patients when they were accessing the service.

The results from the national GP patient survey in July 2017 showed some improvements in the relationships between reception staff and patients. For example:

- In 2016, 61% of patients had found the receptionists at the practice helpful. In 2017 this had increased to 85% of patients. This brought the practice in line with the CCG and national average of 87%.

The practice had also acted to improve its satisfaction scores on consultations with GPs and nurses. The practice had employed new GP and nursing staff since our last inspection with a view to providing improved quality and continuity of care. The clinical staff had also acted to improve their communication style with patients. This had resulted in some improvement in scores in the national GP survey:

- In 2016, 65% of patients said the GP gave them enough time. This score had increased to 78% in the 2017 survey, demonstrating a 13% improvement, although this was still somewhat below the CCG (84%) and national (86%) averages.

- In 2016, 69% of patients said the last GP they spoke to was good at treating them with care and concern. This had increased to 86% in 2017, which brought the practice in line with the CCG and national averages (CCG 83%; national 85%).

However, in other areas the results had not improved, for example:

- In 2016, 77% of patients said the last nurse they spoke to was good at treating them with care and concern, (CCG 86%, national 91%). This had remained static at 76% in the 2017 results.

Care planning and involvement in decisions about care and treatment

Results from the national GP patient survey in July 2016 showed patients responded less positively to questions about their involvement in planning and making decisions about their care and treatment. Results were below local and national averages. The practice had implemented an action plan to improve this aspect of care. In the 2017 GP survey, the results for GPs had improved and were in line with local and national averages:

- 86% of patients said the last GP they saw was good at involving them in decisions about their care (CCG 85%, national 86%).

However, the results for nurses had only improved a small amount and were still below the local and national averages. For example,

- In 2016, 66% of patients said the last nurse they saw was good at involving them in decisions about their care (CCG 81%, national 85%). In 2017, this figure had improved to 71% (CCG 81%, national 85%).

We also noted that the practice had continued to score poorly in terms of its appointment system, although there had been some improvement between 2016 to 2017. For example:

- In 2016, 31% of patients found it easy to get through to the surgery by phone. In 2017, this had improved to 58%, but this was still below the CCG average of 74% and the national average of 71%.

There had also been some feedback from the local Healthwatch, following discussions with practice patients

Are services caring?

in March 2017. The discussions with patients contained some positive feedback about improvements at the practice, but also identified some concerns around the practice appointment system.

The practice had recognised the need to develop a new action plan for 2017 to address these concerns. The provider had contacted the local GP confederation to explore options for support. This had led to a plan to change the appointment system after visiting other local practices to compare and contrast the different systems in place. The confederation had also offered the support of a Quality Improvement coach for members of staff to improve communication skills and the management of the patient journey.

Our conclusion following the review of this key question is that the practice had taken good action to improve on levels of patient satisfaction. They have made some progress in this area and that has been reflected in an improvement in the GP national survey results. The practice is aware of other areas which remain to be improved and has a suitable action plan in place to address the remaining concerns. Our review showed that enough progress had been made to rate this practice as 'good' for providing caring services.