

Dr Teotia and partners

Quality Report

Green Lane Surgery

872 Green Lane

Dagenham

Romford

Essex RM8 1BX

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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 Dr Teotia and Partners on 17 January 2017. The overall rating for the practice was good but specifically requiring improvement in the provision of caring services. The full comprehensive report on the January 2017 inspection can be found by selecting the 'all reports' link for Green Lane Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 6 September 2017 to confirm that improvements had been made since our previous inspection on 17 January 2017. This report covers our findings in relation to those improvements made since our last inspection.

Overall the practice is rated as good and the provision of caring services is now also rated as good.

Our key findings were as follows:

- The practice had improved their external survey results and conducted their own internal survey to review and monitor performance in relation to patients' experience of the service.
- Privacy and confidentiality arrangements had been improved with an audio feed being added to the information screen in the reception area.

As part of the inspection on 17 January the practice was also asked to consider further improvements and we saw evidence that:

- A system was now in place to make sure the material curtains in the consulting room are cleaned at least once every six months. Records were seen to evidence this.
- A robust system was now in place for monitoring the use of prescription forms and pads and for recording serial numbers and locations of blank prescriptions.
- Photographic identification was now available for all staff and was kept in the recruitment files.

Work had continued in exploring ways of identifying and meeting the needs of patients experiencing poor mental health (including patients with dementia). Specifically, the practice has been more proactive in using screening tools and templates which are linked to the clinical system, as well as opportunistically screening other patients with long term conditions to see whether they are experiencing poor mental health as a result of those long term conditions.

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 was able to provide evidence of substantial improvements in the external GP Patient Survey and show that it had also undertaken an internal patient survey.
- At the time of the inspection, one GP had undertaken an Effective Consultation Course with the other GP due to attend it in November 2017.
- Privacy and confidentiality arrangements had been improved with an audio feed being added to the information screen in the reception area.

Good



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

Dr Teotia and partners

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Inspector and included a GP Specialist Adviser.

Background to Dr Teotia and partners

Dr Teotia and partners, also known as Green Lane Surgery is in Dagenham in outer north east London. It is one of the 40 member GP practices in NHS Barking and Dagenham Clinical Commissioning Group (CCG).

The practice is located in the third more deprived decile of areas in England. At 78 years, male life expectancy is lower than the England average of 79 years. At 82 years, female life expectancy is lower than the England average of 83 years.

The practice has approximately 3,700 registered patients. It has more patients in the 0 to 14 years and the 20 to 44 years age ranges than the England average, and fewer in the 60 to 85+ years age ranges than the England average. Services are provided by Dr Teotia and partners under a Personal Medical Services (PMS) contract with NHS England.

The practice is housed in an end of terrace house adapted for the purpose of providing GP services. Patient areas are on the ground floor, and there is ramp access and a disabled toilet. There are four consulting rooms.

Two GP partners work at the practice, one male full time GP who provides 9 sessions and one female GP who provides 4 sessions. There is one female part time nurse (0.4 WTE). The clinical staff are supported by a team of receptionist staff and a full time practice manager.

The practice's opening times are:

- 9.00am to 1.00pm and 2.30pm to 6.30pm every week day except Thursday.
- 9.00am to 1.00pm on Thursday.

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

Face to face consultation appointments are available:

- 9.00am to 11.00am and 4.00pm to 6.30pm every week day except Thursday.
- 9.00am to 11.00am on Thursday.

In addition, there is an extended hours clinic from 6.30pm to 8.10pm on Monday and telephone consultations daily.

Dr Teotia and partners is registered with the Care Quality Commission to carry on the following regulated activities at Dr Teotia and partners, 872 Green Lane, Dagenham, Romford, Essex RM8 1BX: Diagnostic and screening procedures, Maternity and midwifery services, and Treatment of disease, disorder or injury.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Teotia and Partners on 17 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The overall rating for the practice was good but specifically requiring improvement in the provision of caring services. The full comprehensive report on the January 2017 inspection can be found by selecting the 'all reports' link for Green Lane Surgery on our website at www.cqc.org.uk.

Detailed findings

We undertook a follow up focused inspection of Dr Teotia and Partners on 6 September 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care since our previous inspection on 17 January 2017.

How we carried out this inspection

During our visit we spoke with a GP and the Practice Manager and observed how patients were being cared for in the reception area.

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 caring?

Our findings

At our previous inspection on 17 January 2017, we rated the practice as requires improvement for providing caring services as data from the national GP patient survey showed patients rated the practice lower than others for aspects of care, including being treated with care and concern and being involved in decisions about care. Also conversations in the reception area could be overheard leading to concerns over a lack of privacy and possible confidentiality issues.

Following the April 2017 publication of the report on the January 2017 inspection, the practice held a staff meeting in May 2017 where the results were discussed. Amongst other things it was decided that:

- The GPs would attend a consultation skills training course.
- Patients would be asked to complete a short survey following their consultations with a GP.
- The PPG would become involved in discussions on how to improve patient's experience of the practice.

The practice was able to provide evidence of substantial improvements in the external GP Patient Survey and show that it had also undertaken an internal patient survey. These improvements had come about, in part, due to discussions being held with some Patient Participation Members (PPG) to determine how the practice could improve its survey results.

Highlights from the National GP Patient Practice Survey showed that:

- 70% of patients said that the last GP they spoke to was good at treating them with care and concern. This compares to the CCG average of 76% and the national average of 86% and is an increase of 11% over the previous survey.
- 65% of patients said that the last GP they spoke to was good at involving them in decisions about their care. This compares to the CCG average of 72% and the national average of 82% and is an increase of 9% over the previous survey.
- 68% of patients said that the last GP they spoke to was good at explaining tests and treatment. This compares to the CCG average of 78% and the national average of 86% and is an increase of 8% over the previous survey.

In addition all areas highlighted in the previous report showed varying degrees of improvement. Importantly, however, in a recent internal practice survey undertaken by the Patient Participation Group (PPG) only 3.6% of patients were not satisfied with the care they received. This survey also showed further improvements in patient satisfaction. For Instance:

- 89% of patients found the receptionists very helpful and 7% found them fairly helpful.
- 86% of patients found that they were always treated with respect and dignity whilst at the surgery and the remainder felt they were usually treated with respect and dignity.
- 100% of patients said that they were seen within 5-10 minutes of their appointment time.

Patient and staff feedback and suggestions are now seen to be vital to the improvement of the practice. Examples of changes made as a result of patient feedback/suggestions include:

- More awareness about the practice opening hours.
- Increased publicity about online appointments and repeat prescription ordering. The practice has installed a tracker system to track repeat prescriptions but it is too early to quantify the increased uptake.
- Posters explaining about chaperone services.

Examples of changes made as a result of staff feedback/suggestions include:

- Implementation of some in-house training on the patient check in system.
- Provision of a variety of healthy herbal teas.

The practice had also organised an afternoon tea for elderly patients and they invited Age Concern to provide a variety of information for elderly patients.

At the time of the inspection, one GP had undertaken an Effective Consultation Course with the other GP due to attend it in November 2017.

Privacy and confidentiality arrangements had been improved with audio being added to the information screen in the reception area.