

Cairngall 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 responsive to people's needs?

Requires improvement



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This practice was previously inspected as part of the new comprehensive inspection programme. An announced comprehensive inspection was carried out on 28 January 2015 resulting in an overall rating of requires improvement. The ratings for the safe and caring key questions were requires improvement and for the effective, responsive and well-led key questions the rating was good.

This was followed by a second announced comprehensive inspection on 1 February 2017. The overall rating for the practice at that inspection was good. The rating for the safe, caring, effective and well-led key questions was good and for the responsive key question the rating was requires improvement.

The full comprehensive reports for both inspections can be found by selecting the 'all reports' link for Cairngall Medical Practice on our website at www.cqc.org.uk.

This announced focused desk-based review was carried out on 23 August 2017 to confirm that the practice had carried out their plan to make the improvements that we identified in our previous inspection on 1 February 2017. This report covers our findings and the improvements made by the practice since our last inspection.

Overall the practice remains rated as Good.

Our key findings at this inspection were as follows:

- In comparison with the previous years results (published in July 2016), data from the July 2017 national GP patient survey showed some improvement in relation to patient satisfaction rates related to accessing care and treatment at the surgery. However, results remained below the local and national averages.
- The practice had identified 95 patients as carers (1% of the practice list). The practice had previously only identified 30 patients as carers (0.3% of the practice list).
- All staff carrying out chaperone duties had received appropriate training for the role.

The areas where the provider should continue to make improvements are:

- The provider should continue to monitor satisfaction rates regarding how patients can access appointments to ensure improvements are identified and implemented where appropriate.

At our previous inspection on 1 February 2017 we rated the practice as requires improvement for providing responsive services as patient satisfaction in respect of access to services was below the local and national

Summary of findings

average. At this inspection we found that there was insufficient improvement in patient satisfaction rates. Consequently, the practice is still rated as requires improvement for providing responsive services.

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 responsive to people's needs?

The practice is rated as requires improvement for providing responsive services.

Data from the national GP patient survey published in July 2017 showed patients rated the practice below the local and national averages for most indicators related to access to care and treatment. For example,

- 48% of patients said they found it easy to get through to this surgery by phone compared to the CCG average of 60% and national average of 71%.
- 54% of patients described the experience of making an appointment as good compared to the CCG average of 64% and national average of 73%.
- 32% of patients said they usually waited 15 minutes or less after their appointment time compared to the CCG average of 60% and national average of 64%.
- 72% of patients were able to see or speak to someone the last time they tried compared to the CCG average of 79% and national average of 84%.
- 68% of patients were satisfied with the surgery's opening hours compared to the CCG average of 71% and national average of 76%.

Requires improvement



Cairngall Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC Inspector.

Background to Cairngall Medical Practice

Cairngall Medical Practice is based in a purpose built premises at 2 Erith Road Belvedere Kent DA17 6EZ within a predominantly residential area close to a small local high street. The property comprises a large reception and waiting area and nine treatment and consultation rooms on the ground floor with the upper floors designated for staff offices and a meeting room. Services are also provided at a smaller branch surgery at 58 Cumberland Drive Bexleyheath Kent DA7 5LB which is 1.5 miles from the main surgery.

Both premises are located in the London Borough of Bexley. Bexley Clinical Commissioning Group (CCG) are responsible for commissioning health services for the borough.

Services are delivered under a Personal Medical Services (PMS) contract. (PMS contracts are local agreements between NHS England and a GP practice. They offer local flexibility compared to the nationally negotiated General Medical Services (GMS) contracts by offering variation in the range of services which may be provided by the practice, the financial arrangements for those services and who can hold a contract).

The practice is registered with the CQC as a Partnership, providing the regulated activities of family planning; maternity and midwifery services; treatment of disease, disorder and injury, surgical procedures and diagnostic and screening procedures.

The practice has 9554 registered patients. The practice age distribution is similar to the national average. The surgery is based in an area with a deprivation score of 6 out of 10 (with 1 being the most deprived and 10 being the least deprived).

At the time of this inspection there was only one GP partner in post following recent significant changes outside of the control of the provider. Negotiations were currently taking place with the CCG, NHS England and the Local Medical Committee as to the future of the practice.

Clinical services are currently provided by the GP partner (female) working 9 sessions a week; two salaried GPs (1.6 wte); three regular locum GPs (1.8 wte); one full-time Nurse Practitioner; three part-time Practice Nurses (1.7 wte) and one full-time Health Care Assistant.

Clinical services are also provided by a full-time Clinical Pharmacist employed by the practice as part of a four year pilot scheme funded jointly with the local CCG.

Administrative services are provided by a Practice Manager (0.8 wte), Business Manager (0.4 wte) and reception and administrative staff.

Reception at the Erith Road main surgery is open from 8am to 7pm Monday; from 8am to 6.30pm Tuesday, Wednesday and Friday and from 7.10am to 6.30pm Thursday. Telephone lines are open from 8am to 6.30pm Monday to Friday.

Detailed findings

Reception at the Cumberland Drive branch surgery is open from 8am to midday and 3.30pm to 6.30pm Monday to Friday. Telephone lines are open during reception opening times only and patients are instructed to contact the main surgery when reception is closed during the midday period.

At the Erith Road main surgery booked appointments are available with a GP or Nurse Practitioner from 8.30am to 12.30pm and 2pm to 5.30pm Monday to Friday. Urgent consultations are available from 8am to 10.30 am Monday to Friday through the Walk-in service when patients can be seen by a GP, Nurse Practitioner or Clinical Pharmacist.

At the Cumberland Drive branch surgery pre-booked and urgent appointments are available with a GP from 8.30am to 11.30pm and 3.50pm to 5.30pm Monday to Friday.

Appointments are available with the Practice Nurse at the Erith Road surgery from 8.30am to midday and 3.30pm to 6pm Monday; from 2.15pm to 6pm Tuesday; from 8.30am to midday and 2pm to 6pm Wednesday and Thursday and from 8am to midday and 1.30pm to 5pm Friday.

Appointments are available with the Practice Nurse at the Cumberland Drive surgery from 8.30am to 11.30am Thursday only.

Appointments are available with the Health Care Assistant at the Erith Road surgery from 9am to 12.30pm and 2pm to 7pm Monday and from 9am to 12.30pm and 2pm to 6pm Wednesday and Friday.

The practice is closed at weekends.

When the surgery is closed, urgent GP services are available via NHS 111.

Why we carried out this inspection

This practice was previously inspected as part of our regulatory functions under Section 60 of the Health and

Social Care Act 2008. An announced comprehensive inspection was carried out on 28 January 2015 resulting in an overall rating of requires improvement. The rating for the safe and caring key questions was requires improvement and for the effective, responsive and well-led key questions the rating was good.

We then undertook a second announced comprehensive inspection on 1 February 2017. The practice was rated overall as good. The rating for providing responsive services was requires improvement and for providing safe, caring, effective and well-led services the rating was good. The full comprehensive report for both inspections can be found by selecting the 'all reports' link for Cairngall Medical Practice on our website at www.cqc.org.uk.

We undertook this follow up focused desk-based review on 23 August 2017. This inspection was carried out to review the actions taken by the practice to improve the quality of care in response to the findings of our previous inspection 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 Cairngall Medical Practice on 23 August 2017. This involved reviewing the following information:

- Information from the practice regarding action they have taken to address the issues identified in the previous report.
- Obtaining evidence that the relevant staff had now completed their required chaperone training.
- Obtaining evidence of current patients on the practice Carers Register.
- Reviewing the most recent results from the GP patient survey published in July 2017.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

At our previous inspection on 1 February 2017, we rated the practice as requires improvement for providing responsive services as GP Patient Survey satisfaction rates (published July 2016) in respect of access to appointments was below the local and national average. When we carried out this announced focused desk-based review on 23 August 2017 we looked at the GP Patient Survey results published in July 2017. The satisfaction rates showed a slight improvement but rates remained below the local and national average. The practice therefore remains rated as requires improvement for providing responsive services.

Access to the service

Main surgery (Erith Road)

Reception was open from 8am to 7pm Monday; from 8am to 6.30pm Tuesday, Wednesday and Friday and from 7am to 6.30pm Thursday.

Telephone lines were open from 8am to 6.30pm Monday to Friday.

Booked appointments were available with a GP or Nurse Practitioner from 8.30am to 12.30pm and 2pm to 5.30pm Monday to Friday. Extended hours appointments were available Monday evening between 6.30pm and 7.20pm and Thursday morning between 7am and 8am. Urgent consultations were available through the Walk-in service from 8am to 10.30am Monday to Friday.

Appointments were available with the Practice Nurse from 8.30am to midday and 3.30pm to 6pm Monday; from 2.15pm to 6pm Tuesday; from 8.30am to midday and 2pm to 6pm Wednesday and Thursday and from 8am to midday and 1.30pm to 5pm Friday.

Appointments are available with the Health Care Assistant at the Erith Road surgery from 9am to 12.30pm and 2pm to 7pm Monday and from 9am to 12.30pm and 2pm to 6pm Wednesday and Friday.

The Clinical Pharmacist provided patient consultations daily for medication reviews, reviews for long-term conditions and the management of minor ailments.

Branch surgery (Cumberland Drive)

Reception was open from 8am to midday and 3.30pm to 6.30pm Monday to Friday. Telephone lines were open during reception opening times only. Patients were instructed to contact the main surgery between midday and 3.30pm.

Booked appointments (both urgent and routine) were available with a GP from 8.30am to 11.30pm and 3.50pm to 5.30pm Monday to Friday.

Appointments were available with the Practice Nurse from 8.30am to 11.30am on Thursday.

In addition to GP appointments that could be booked up to four weeks in advance the walk-in GP service was available each morning at the main surgery for people who required an urgent appointment.

Telephone appointments with the GP were available daily.

On-line services had been available for a number of years. These included a facility called Dr Dialogue which enabled patients to submit an email for non-urgent queries and test result requests.

A comparison of results from the national GP Patient Survey published in July 2016 with those published in July 2017 showed that patients' satisfaction with how they could access care and treatment had improved slightly. The most recent GP Patient Survey results available to us (published July 2017) were based on patient responses to surveys sent to patients in January 2017. Of the 270 survey forms distributed, 102 were returned. This represented a response rate of 38% (1% of the practice's patient list).

Although there was some improvement, these results remain below the local clinical commissioning group (CCG) and national averages for most indicators:

- 48% of patients said they found it easy to get through to this surgery by phone compared to the CCG average of 60% and national average of 71%. (At the previous inspection these figures were 47%, 63% and 73% respectively).
- 72% of patients were able to see or speak to someone the last time they tried compared to the CCG average of 79% and national average of 84%. (At the previous inspection these figures were 54%, 70% and 76% respectively).

Are services responsive to people's needs?

(for example, to feedback?)

- 54% of patients described the experience of making an appointment as good compared to the CCG average of 64% and national average of 73%. (At the previous inspection these figures were 43%, 65% and 73% respectively).
- 32% of patients said they usually waited 15 minutes or less after their appointment time compared to the CCG average of 60% and national average of 64%. (At the previous inspection these figures were 35%, 58% and 66% respectively).
- 68% of patients were satisfied with the surgery's opening hours compared to the CCG average of 71% and national average of 76%. (At the previous inspection these figures were 63%, 70% and 76% respectively).

The practice were aware of the issues raised by patients in relation to booking appointments and had been actively trying to make improvements. The practice had recently installed a new telephone system which included a call waiting system informing callers of their place in the queue and a call analysis facility to enable the practice to monitor and evaluate calls, such as number of calls and call waiting times. The average call waiting times for the past four months had been:

- May 2017 - 3 minutes
- June 2017 - 3 minutes
- July 2017 - 5 minutes
- August 2017 - 4 minutes

A comparison of results from the national GP patient survey published in July 2016 with those published in July 2017 showed a slight improvement in relation to patient's overall experience and willingness to recommend the practice to others. However, results remained below the local clinical commissioning group (CCG) and national averages:

- 55% of patients would recommend this surgery to someone new to the area compared to the CCG average of 70% and national average of 77%. (At the previous inspection these figures were 49%, 73% and 80% respectively).
- 67% of patients described their overall experience of the surgery as good compared to the CCG average of 79% and national average of 85%. (At the previous inspection these figures were 60%, 80% and 85% respectively).

Results for the monthly Friends and Family survey were reviewed regularly by the practice. Survey results reviewed at the previous inspection showed that the majority of patients would recommend the practice to friends and family:

- November 2016 (196 patients surveyed – 49 responses) – 71% of patients were likely to recommend the practice.
- December 2016 (265 patients surveyed – 49 responses) – 84% of patients were likely to recommend the practice.
- January 2017 (186 patients surveyed – 49 responses) – 71% of patients were likely to recommend the practice.

However, recent survey results reviewed for this inspection showed a decrease in the rate of patients likely to recommend the practice to friends and family:

- June 2017 (187 patients surveyed – 46 responses) – 65% of patients were likely to recommend the practice.
- July 2017 (191 patients surveyed – 50 responses) – 56% of patients were likely to recommend the practice.
- August 2017 (147 patients surveyed – 50 responses) – 68% of patients were likely to recommend the practice.