

Wordsworth 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

Overall rating for this service

Good



Are services caring?

Good



Key findings

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Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Wordsworth Health Centre on 24 November 2016. The overall rating for the practice was good overall and outstanding in well-led. However, the rating for the practice providing caring services was requires improvement as we found areas where the practice should improve that mostly related to caring services. The full comprehensive report on the 24 November 2016 inspection can be found by selecting the 'all reports' link for Wordsworth Health Centre on our website at www.cqc.org.uk.

This inspection was an announced desk-based review carried out on 5 April 2018 to confirm that the practice had improved in areas identified in our previous inspection. This report covers our findings in relation to those areas.

Overall the practice remains rated as good.

Our key findings were as follows:

- GP Patient Survey data for patient's access had worsened since our previous inspection and was significantly below average. We noted recent and significant changes the practice had made such as increasing GP sessions from 31 to 51 per week, employing two part-time nurses, freeing up a clinical pharmacist at specific times to deal with prescription issues, doubling telephone lines capacity from six to twelve, implementing a call queueing and overflow system which after a certain amount of rings diverts to an available person, increasing related telephone staffing at answering and managerial levels,

promoting patient's online access, and educating patient's for self-referral to other services. We noted outcomes of these improvements may not yet have been reflected in the most recent practice GP patient survey results, as this data was collected 1 January to 31 March 2017.

- The most recent GP Patient Survey results for caring services published July 2017 were mixed. The practice attributed much of this to access and workload issues causing pressures to both staff and patients which it had taken action to improve. The practice undertook its own survey that showed marked improvement to patient's experiences of GP appointments, and a number of improvement initiatives for caring services including for homeless people, breastfeeding mothers, and to host chair based exercises and social networking.

At our previous inspection on 24 November 2016, we rated the practice as requires improvement for providing caring services due to its below average GP Patient survey satisfaction scores which were also low for patient access.

At this inspection 5 April 2018 the practice GP Patient survey satisfaction scores continued to be below or significantly below average. However the practice had taken significant action to improve the satisfaction scores.

There were areas where the provider should make improvements:

Summary of findings

- Review and improve national GP patient satisfaction survey results to ensure improvement outcomes are reflected in patient's experiences of the service, and are embedded and sustainable.

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

Wordsworth Health Centre

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was led by a CQC inspector who had access to advice from a specialist advisor.

Background to Wordsworth Health Centre

Wordsworth Health Centre is located in the London Borough of Newham in East London and is part of Newham Clinical Commissioning Group (CCG). CCGs are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area.

Wordsworth Health Centre has a patient list of 10,667. Approximately 9% of patients are aged 65 or older (compared to the 17% national average) and approximately 23% are under 18 years old (compared to the 21% national average). Practice records indicated that approximately 2% of patients had carer responsibilities. The services provided by the practice include child health care, ante and post-natal care, immunisations, sexual health and contraception advice and management of long term conditions.

The staff team comprises three male partner GPs, two female salaried GPs, one long term female locum GP, one male and two female trainee doctors, three female practice nurses, one male CBT (cognitive behaviour therapist) mental health nurse consultant, a female health care assistant, two trainee physicians associates, a practice manager, reception manager, and a range of administrative staff.

The practice is open Monday to Friday 8am to 6.30pm, and Saturday 8am to 12pm. Appointments are available Monday to Friday 8am to 6pm and extended hours appointments are available on Saturday from 8.30am to 11.50am. Outside of these times, cover is provided by an out of hour's provider.

Wordsworth Health Centre is a training practice. This means that each year, the practice provides clinical supervision to two or three final year trainee GPs.

The practice is registered to provide the following regulated activities which we inspected: treatment of disease, disorder or injury, diagnostic and screening procedures, family planning, and maternity and midwifery services.

Why we carried out this inspection

We undertook a previous comprehensive inspection of Wordsworth Health Centre on 24 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. The full comprehensive report following the inspection on 24 November 2016 can be found by selecting the 'all reports' link for Wordsworth Health Centre on our website at www.cqc.org.uk.

We undertook this follow up focused inspection of Wordsworth Health Centre on 5 April 2018. This 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 meeting legal requirements.

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Our findings

At our previous inspection on 24 November 2016, we rated the practice as requires improvement for providing caring services due to some GP Patient survey scores being below average, and said it should continue to monitor national GP patient satisfaction scores on appointments access and on how clinicians' involve patients in decisions about their care.

At this follow up inspection on 5 April 2018 improvements to GP patient survey results published July 2017 were variable. However the practice had made significant improvements to address its below average scores on patient access that it felt related to patients experiences of caring services, due to pressures arising from the access issues. The practice also made improvements to caring services for specific groups of patients and we noted outcomes may not yet have been reflected in its GP patient survey results which were collected 1 January 2017 to 31 March 2017. The practice had undertaken its own survey to collect feedback on patients GP consultations that showed positive results.

We rated the practice, and all of the population groups, as good for caring.

Kindness, respect and compassion

Results from the July 2017 annual national GP patient survey were mixed but generally improving and showed patients felt they were treated with compassion, dignity and respect. Three hundred and ninety one surveys were sent out and 111 were returned. This represented about 1% of the practice population. The practice was comparable or below average for its satisfaction scores on consultations with GPs and nurses. For example:

- 78% of patients said the GP was good at listening to them compared to the clinical commissioning group (CCG) average of 83% and the national average of 89%.
- 76% of patients said the GP was good at giving them enough time compared to the CCG average of 78% and the national average of 86%. This result had improved from 68% since our previous inspection.
- 92% of patients said they had confidence and trust in the last GP they saw compared to the CCG average of 91% and the national average of 96%.
- 69% of patients said the last GP they spoke to was good at treating them with care and concern compared to the CCG average of 77% and national average of 86%. This result was below average at 71% at our previous inspection.
- 79% of patients said the nurse was good at listening to them compared to the CCG average of 83% and the national average of 91%.
- 77% of patients said the nurse was good at giving them enough time compared to the CCG average of 83% and the national average of 92%.
- 73% of patients said the last nurse they spoke to was good at treating them with care and concern compared to the CCG average of 81% and national average of 91%. This result had improved from 67% since our previous inspection but remained significantly below average.
- 59% of patients said they found the receptionists at the practice helpful compared to the national average of 87%. This result was below average and had worsened from 66% since our previous inspection.
- 40% of patients said they would definitely or probably recommend this GP practice to someone who has just moved to the local area compared to the CCG average of 68% and national average of 79%. This result remained significantly below average and was similar to 41% at our previous inspection.
- 50% of patients described the overall experience of this GP practice as good compared to the 73% CCG average and 85% national average. This result was significantly below average and was similar to 54% since our previous inspection.

The practice was aware of its below average GP Patient survey results since our previous inspection and undertook its own contemporaneous survey of 54 patients between January 2018 and March 2018 and analysed the results. The survey only assessed patient's levels of satisfaction with GP consultations but results showed 100% of patients rated the GP as good or very good for politeness, and 100% both for feeling at ease and listened to during the consultation. Staff told us they felt the below average scores for caring services arose from undue pressure on the practice due to the access issues it had taken steps to address. Since our previous inspection the practice it worked with an external organisation from the end of 2016 to March 2017 to improve patient's satisfaction as part of the NHS England General Practice Development Programme. It held multiple in-house workshops and

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involved all staff to identify root causes and propose ideas for improvement. Root causes were identified as access issues such as increased stress and workload on staff and patients not having sufficient options when booking appointments. Root cause findings were in keeping with NHS website and in-house patient feedback, as well as written complaints.

Staff had also focused on improving caring services such as for homeless people, breastfeeding mothers, and to host chair based exercises and social networking. For example, the practice set up an on-site food bank drop of point for homeless people. This was in collaboration with the local food bank that collected donations for appropriate distribution to homeless people in the local area. The practice also provided a dedicated room for breastfeeding mothers and worked with the local council to host a weekly in-house chair based exercise and social networking group.

Involvement in decisions about care and treatment

Results from the national GP patient survey showed patients responses to questions about their involvement in planning and making decisions about their care and treatment were comparable to or below averages:

- 76% of patients said the last GP they saw was good at explaining tests and treatments compared to the CCG average of 89% and the national average of 86%.
- 63% of patients said the last GP they saw was good at involving them in decisions about their care compared to the CCG average of 74% and national average of 72%. This result was below average and similar to 64% at our previous inspection.

- 76% of patients said the last nurse they saw was good at explaining tests and treatments compared to the CCG average of 81% and the national average of 90%.
- 74% of patients said the last nurse they saw was good at involving them in decisions about their care compared to the CCG average of 77% and national average of 85%. This result had improved from 66% since our previous inspection.

The practice survey results of 54 patient's experiences of GP consultations between January 2018 and March 2018 showed 100% of patients rated the GP as good or very good at explaining their condition and treatment and being involved in those decisions.

The practice had collected its friends and family test results for the whole year 2017, and January to March inclusive 2018 which we analysed. The full year 2017 results showed 57% of patients were likely and 10% unlikely to recommend the practice. The first quarter of 2018 results showed 59% of patients were likely and 11% unlikely to recommend the practice. The NHS choices patient rating over the last year showed all three patients that gave a rating gave the practice five out of five stars; its average rating overall was three out of five stars.

Please refer to the Evidence Tables for further information.