

# Care Quality Commission

## Inspection Evidence Table

Rickleton Medical Centre

(1-4700681912)

Inspection Date: 7<sup>th</sup> December 2023

Date of data download: 30/11/2023

**Responsive**

**Rating: Good**

Put explanation here or right click and delete row

**Responding to and meeting people’s needs**

**The practice organised and delivered services to meet patients’ needs.**

	Y/N/Partial
The practice understood the needs of its local population and had developed services in response to those needs.	Y
The importance of flexibility, informed choice and continuity of care was reflected in the services provided.	Y
The facilities and premises were appropriate for the services being delivered.	Y
The practice made reasonable adjustments when patients found it hard to access services.	Y
There were arrangements in place for people who need translation services.	Y
The practice complied with the Accessible Information Standard.	Y
Explanation of any answers and additional evidence:  The practice were aware of patients who required amendments made with markers on system to highlight these needs. The practice could demonstrate a flexible approach to appointments that met the needs of varying patient requirements.	

Practice Opening Times	
Day	Time
Opening times:	
Monday	8:30am - 6pm
Tuesday	8:30am - 6pm
Wednesday	8:30am - 6pm

Thursday	8:30am - 6pm
Friday	8:30am - 6pm
Appointments available:	
Monday	9:00am-11:20am 3:00pm-5pm
Tuesday	9:00am-11:20am 3:00pm-5pm
Wednesday	9:00am-11:20am 3:00pm-5pm
Thursday	9:00am-11:20am 3:00pm-5pm
Friday	9:00am-11:20am 3:00pm-5pm

#### Further information about how the practice is responding to the needs of their population

Enhanced Access is available Monday to Friday 6.30 pm – 8.30 pm

Saturday 9 am – 5 pm

Sunday 10 am – 3 pm

Bank Holidays 10 am – 2 pm

The practice was responsive to the needs of older patients and offered home visits and urgent appointments for those with enhanced needs and complex issues.

The practice communicated with community services to ensure patients with medical needs had support required.

All parents or guardians calling with concerns about a child under the age of 5 years were offered a same day appointment with a GP.

The practice had a learning disabilities register.

The practice had a group of patients who required a longer appointment, these were flagged on computer system to make sure all staff were aware.

The practice were flexible in appointments for childhood immunisations.

#### Access to the service

##### People were able to access care and treatment in a timely way.

	Y/N/Partial
Patients had timely access to appointments/treatment and action was taken to minimise the length of time people waited for care, treatment or advice.	Y
The practice offered a range of appointment types to suit different needs (e.g. face to face, telephone, online).	Y

Patients were able to make appointments in a way which met their needs.	Y
There were systems in place to support patients who face communication barriers to access treatment (including those who might be digitally excluded).	Y
Patients with most urgent needs had their care and treatment prioritised.	Y
There was information available for patients to support them to understand how to access services (including on websites and telephone messages).	Y
Explanation of any answers and additional evidence:  The practice offered patients various appointment types. Staff had flexibility to amend or change appointment type as needed.	

### National GP Patient Survey results

Note: From July 2022, CCGs have been replaced with Sub Integrated Care Board Locations (SICBL) and CCG ODS codes have been retained as part of this.

Indicator	Practice	SICBL average	England	England comparison
The percentage of respondents to the GP patient survey who responded positively to how easy it was to get through to someone at their GP practice on the phone (01/01/2023 to 30/04/2023)	98.8%	N/A	49.6%	Significant variation (positive)
The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment (01/01/2023 to 30/04/2023)	90.4%	62.5%	54.4%	Variation (positive)
The percentage of respondents to the GP patient survey who were very satisfied or fairly satisfied with their GP practice appointment times (01/01/2023 to 30/04/2023)	90.4%	57.3%	52.8%	Significant variation (positive)
The percentage of respondents to the GP patient survey who were satisfied with the appointment (or appointments) they were offered (01/01/2023 to 30/04/2023)	89.7%	77.1%	72.0%	Tending towards variation (positive)

### Any additional evidence or comments

We saw evidence that the practice had a flexible approach to appointments to ensure patients were seen in a timely manner.

The GP was available for reception staff to speak to when triaging appointments.

Patients were given a choice of an appropriate appointment type.

Pre-bookable appointments were available.

Source	Feedback
NHS.uk website (formerly NHS Choices)	No information available.

### Listening and learning from concerns and complaints

**The practice had processes in place for patients to raise concerns, and had systems to ensure these were listened and responded to and used to improve the quality of care.**

Complaints	
Number of complaints received in the last year.	0
Number of complaints we examined.	0
Number of complaints we examined that were satisfactorily handled in a timely way.	N/A
Number of complaints referred to the Parliamentary and Health Service Ombudsman.	0

	Y/N/Partial
Information about how to complain was readily available.	Y
There was evidence that complaints were used to drive continuous improvement.	Y

Example(s) of learning from complaints.

Complaint	Specific action taken
N/A	<p>The practice had received one verbal complaint which was resolved by the practice manager.</p> <p>There was a clear process in place for dealing with complaints. This included using complaints to improve quality care, and the practice demonstrated an effective process to feedback any complaints to staff.</p> <p>There was evidence of complaints older than 12 months being recorded and dealt with accordingly.</p>