

Care Quality Commission

Inspection Evidence Table

Cambridge Access Surgery (1-983972949)

Inspection date: 1 December 2021

Responsive

Rating: Good

Access to the service

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

	Y/N/Partial
Patients had timely access to appointments/treatment and action was taken to minimize the length of time people waited for care, treatment or advice	Yes
The practice offered a range of appointment types to suit different needs (e.g. face to face, telephone, online)	Yes
Patients were able to make appointments in a way which met their needs	Yes
There were systems in place to support patients who face communication barriers to access treatment	Yes
Patients with most urgent needs had their care and treatment prioritised	Yes
There was information available for patients to support them to understand how to access services (including on websites and telephone messages)	Yes
There were enough staff to provide appointments and prevent staff from working excessive hours	Yes
There were systems in place to monitor the quality of access and make improvements	Yes
Explanation of any answers and additional evidence: Cambridge Access Centre is a provider of specialist GP services and offers a range of services to patients that are homeless, at risk of homelessness or those in sheltered accommodation. The practice routinely worked with other agencies such as the housing and probation services. The practice had met the needs of patients throughout the COVID-19 restrictions and continued to review and had adjusted arrangements to continue to do so. They offered a drop-in clinic where patients could turn up and be seen by either a GP or nurse from Monday to Friday between 9am and 11am (or until the last patient had been seen). In addition, between 2pm and 4.30pm (or until the last patient had been seen) they ran a booked appointment clinic with GPs, nurses and twice a week the specialist drug and alcohol team. For patients who telephoned into the practice requesting an appointment that day and there were no available appointments, the GP and nurses triaged all patients, and those that required a face to face	

appointment were given one on the same day and those where their needs could wait were asked to attend the practice the next morning.

Patients were able to make pre planned appointments up to four weeks in advance.

For those patients who needed immediate medical health care, and in addition to the planned community and outreach work, the clinicians would go out into the community to see them, this included for care such as wound dressings and general support.

The practice was proactive in their outreach approach to patients and attended local hostels and homeless shelters. They undertook care of patients who were not always registered with the practice. They helped them complete relevant forms and attended to their health needs.

The practice recognised that many of their patients did not attend for routine care such as reviews of long-term conditions and health promotion such as cervical cancer screening appointments. The clinical staff worked in a flexible and responsive way to each patient's needs and undertook much of this work whenever the patient attended the practice when appropriate. They told us this did, on occasion, result in longer waiting times for the patients to be seen. The practice staff managed this with respect and kindness including offering drinks.

In response to the COVID-19 vaccination programme, the practice worked with their local primary care network to make arrangements for their patients to attend the local clinics to ensure staff were aware of their patient's needs. When the appropriate vaccine became available the practice obtained supplies and the clinical staff undertook outreach work in the community, giving vaccines to this vulnerable cohort of people including people who are homeless, had experienced poor mental health, addiction or who were sex workers. This also included patients who otherwise chose not to be registered at GP practices. This outstanding work helped to ensure as many people as possible who may have been marginalised, received the COVID-19 vaccine.