

Care Quality Commission

Inspection Evidence Table

Wokingham Medical Centre (1-1384269424)

Inspection date: 10 July 2018

Date of data download: 27 June 2018

Responsive

Responding to and meeting people's needs

Practice Opening Times	
Day	Time
Monday	8am to 6.30pm
Tuesday	8am to 6.30pm
Wednesday	8am to 6.30pm
Thursday	8am to 6.30pm
Friday	8am to 6.30pm

Appointments available	
Morning - 8.30am to 12.30pm Afternoon - 2.10pm to 6pm	The practice operated a system of releasing appointments every day at 8am. This included appointments for booking on the day and book in advance appointments up to 28 days ahead. In addition the practice released afternoon appointments at 12.30pm each weekday.
Extended hours opening	
Every weekday morning from 7.30am. Wednesday evening 6.30pm to 7.30pm. Alternate Saturday mornings 9am to 12pm.	

Timely access to the service

National GP Survey results

Practice population size	Surveys sent out	Surveys returned	Survey Response rate%	% of practice population
23,088	222	112	50.45%	0.5%

Indicator	Practice	CCG average	England average	England comparison
The percentage of respondents to the GP patient survey who were 'Very satisfied' or 'Fairly satisfied' with their GP practices opening hours. (01/01/2017 to 31/03/2017)	60.5%	80.8%	80.0%	Variation (negative)
The percentage of respondents to the GP patient survey who gave a positive answer to "Generally, how easy is it to get through to someone at your GP surgery on the phone?" (01/01/2017 to 31/03/2017)	43.2%	70.4%	70.9%	Comparable to other practices
The percentage of respondents to the GP patient survey who stated that the last time they wanted to see or speak to a GP or nurse from their GP surgery they were able to get an appointment (01/01/2017 to 31/03/2017)	60.0%	80.6%	75.5%	Comparable to other practices
The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment (01/01/2017 to 31/03/2017)	44.6%	75.4%	72.7%	Variation (negative)
Any additional evidence or comments: The results of the national patient survey were from a survey period that ran from January to March 2017 before the practice changed their appointment system in October 2017. The results from the 2018 national patient survey have not yet been published.				

Examples of feedback received from patients:

Source	Feedback
For example, NHS Choices	There had been 28 patients who submitted their views to the NHS choices website in 2018. Of these 18 were negative rating the practice as one or two stars out of five. Whilst the reasons for the below average rating varied we noted that 14 patients found difficulty booking appointments. However, the nine patients who rated the practice at four or five out of five were all positive about the care and support they received from the GPs (one patient gave a neutral rating of three stars out of five).
Discussion with patients.	We spoke with seven patients during the inspection. All seven said they encountered difficulties when telephoning the practice. All said they waited over 15 minutes for their calls to be answered. All seven patients said they found the staff and GPs to be helpful and professional.
Practice survey	In the first week of July 2018 the practice undertook a survey of nine questions to which 270 patients responded. Whilst the survey did not ask the same questions as the 2017 national patient survey we noted: <ul style="list-style-type: none"> • 146 patients booked their appointment on the day they were seen, 121

	<p>booked their appointment in advance and three could not confirm their booking arrangement. Thus 54% of patients booked on the day they wished to be seen.</p> <ul style="list-style-type: none"> • 82% of respondents said it was quite easy, easy or very easy to book their appointment. 16% said it was not very easy to book their appointment and 2% did not reply to this question. • A wide range of supplementary comments about the service from those who completed the questionnaire. <p>The leaders of the practice had an action plan to address these concerns, but it had yet to be agreed with all partners, The next steps included; circulating and discussing results with the Patient Participation Group , producing a “you said we did” action report for patients arising from the comments added to the survey and a newsletter for all patients informing them of the survey results. In addition a further similar survey would be undertaken in six months. All actions were subject to ratification by the partners on 20 July 2018 when they next met.</p>
Friends and family test	<p>We reviewed the last nine months of results from the friends and family test (which asks if a patient would recommend the practice to others). A total of 296 (89%) out of 333 patients were either likely or extremely likely to recommend the practice to others. There were 29 (10%) who were unlikely or extremely unlikely to recommend and the remaining 1% did not commit to recommend or not recommend.</p>

Listening and learning from complaints received

Complaints	Y/N
Number of complaints received since January 1 st 2018.	25
Number of complaints we examined	9
Number of complaints we examined that were satisfactorily handled in a timely way	4
Number of complaints referred to the Parliamentary and Health Service Ombudsman	0
Additional comments:	
<p>The practice did not demonstrate that complaints were dealt with in accordance with their complaints policy and procedure. We could not identify that five of the nine complaints we reviewed resulted in an acknowledgement of receipt of the complaint to the complainant. There were also two of these complaints where the complainant did not receive a response to their concerns for over 10 days. One response took 13 days and the other 18 days. The practice was not following their complaints policy, and the NHS constitution, by not acknowledging receipt of complaints within three days and offering a full reply within 10 days.</p>	

Example of how quality has improved in response to complaints

The number of incoming telephone lines was adjusted to reduce the time patients waited in the call queue. There were three complaints we reviewed that referred to long waits for patient's telephone calls to be answered.

Engagement with patients, the public, staff and external partners

Feedback from Patient Participation Group;

Feedback

The practice had disbanded their original patient participation group in March 2018.

Any additional evidence

The practice demonstrated they had formed a new PPG of 15 patients whose age range reflected the practice registered population. This group was due to meet in the next two months and a set of terms of reference had been prepared for ratification by the group.

Notes: CQC GP Insight

GP Insight assesses a practice's data against all the other practices in England. We assess relative performance for the majority of indicators using a z-score, a statistical tool which shows the deviation from the England average. It gives us a statistical measurement of a practice's performance in relation to the England average, and measures this in standard deviations. We calculate a z-score for each indicator, thereby highlighting the practices which significantly vary from the England average (in either a positive or negative direction). We consider that z-scores which are +2 or more or -2 or less are at significant levels, warranting further enquiry.

N.B. Not all indicators are part of the GP insight set and those that aren't will not have a variation band.

The following language is used for banding variation:

- Significant variation (positive)
- Variation (positive)
- Comparable to other practices
- Variation (negative)
- Significant variation (negative)

Note: for the following indicators the variation bands are different:

- Child Immunisation indicators. These are scored against the World Health Organisation target of 95%.

It is important to note that z-scores are not a judgement in themselves, but will prompt further enquiry, as part of our ongoing monitoring of GP practices.

Guidance and Frequently Asked Questions on GP Insight can be found on the following link: <http://www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-gp-practices>

Glossary of terms used in the data.

- **COPD:** Chronic Obstructive Pulmonary Disease
- **PHE:** Public Health England
- **QOF:** Quality and Outcomes Framework (see <https://qof.digital.nhs.uk/>).
- **RCP:** Royal College of Physicians.
- **STAR-PU:** Specific Therapeutic Group Age-sex weightings Related Prescribing Units. These weighting allow more accurate and meaningful comparisons within a specific therapeutic group by taking into account the types of people who will be receiving that treatment. ([See NHS Choices for more details](#)).