

# Care Quality Commission

## Inspection Evidence Table

### St Albans Surgery (1-3234326755)

Inspection date: 18 June 2018

Date of data download: 11 June 2018

Please note: Any Quality Outcomes Framework (QOF) data relates to 2016/17.

## Caring

Carers	Narrative
Percentage and number of carers identified	As of June 2018, 126 patients were identified as carers; this represented about 1.6% of the practice's current list size.
How the practice supports carers	<p>The practice maintained a carer's register which was regularly reviewed and maintained by the practice manager.</p> <p>Carers were offered the opportunity to have the annual influenza vaccination; at the time of our inspection in June 2018, 72 patients had received this and 67 patients were recorded as either "ineligible" or "offered and declined". Sixteen patients were recorded as having had annual health checks.</p> <p>Carer's support pack was provided that included details of various avenues of support. A member of the reception/admin staff was the carers' champion who ensured that the various services for supporting carers were coordinated and fit for purpose, and who carers could contact if they required additional support.</p>

# Responsive

## Responding to and meeting people's needs

Practice Opening Times	
Day	Time
Monday	08:30-18:30 (branch surgery: 08:00-20:00)
Tuesday	08:30-18:30 (branch surgery: 08:00-20:00)
Wednesday	08:30-18:30 (branch surgery: 08:00-20:00)
Thursday	08:30-18:30 (branch surgery: 08:00-20:00)
Friday	08:30-18:30 (branch surgery: 08:00-20:00)
Saturday	09:00-12:00 (one in four Saturday at main site and every other Saturday at branch surgery)

Appointments available	
	(Mon-Fri) 09:00-12:00 16:30-18:30
Extended hours opening	
	18:30-20:00 (three in four Tuesday evening)

## Timely access to the service

### National GP Survey results

Practice population size	Surveys sent out	Surveys returned	Survey Response rate%	% of practice population
7,989	353	119	33.71%	4%

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)	66.1%	75.6%	80.0%	Comparable to other practices
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)	48.6%	61.4%	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)	60.5%	62.6%	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)	50.2%	62.4%	72.7%	Comparable to other practices
<b>Any additional evidence or comments:</b> A patient survey action plan was put in place to improve patient experiences, access and appointments.				

Examples of feedback received from patients:

Source	Feedback
In-house patient surveys	Date of exercise: March 2018 <u><b>Results of the survey</b></u> <ul style="list-style-type: none"> <li>Out of the 55 patients surveyed; <ul style="list-style-type: none"> <li>39 (70%) patients felt the practice's opening hours were either "excellent", "very good" or "good".</li> <li>46 (83%) of patients rated their ability to get through on the phone as either "excellent", "good" or "fair".</li> <li>31 (56%) of patients said they could get urgent on the day appointments when needed.</li> </ul> </li> </ul>

#### 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](#)).