

Care Quality Commission

Inspection Evidence Table

Beacon Primary Care (1-543753416)

Inspection date: 25th September 2018

Date of data download: 06 September 2018

Caring

Kindness, respect and compassion

CQC comments cards	
Total comments cards received from Sandy Lane site	25
Total comments cards received from Hillside site	22
Number of CQC comments received which were positive about the service	34
Number of comments cards received which were mixed about the service	11
Number of CQC comments received which were negative about the service	2

Examples of feedback received:

Source	Feedback
Comments cards	<p>Comments left by patients on the CQC comments cards were mostly positive about the service provided by the practice. Many cards described kind, friendly and professional staff, with a number of staff being mentioned by name for going over and above the level of service expected to ensure the patient's needs were met.</p> <p>As well as making positive comments, 11 of the cards also expressed some frustrations; these mainly focussed around difficulties getting through to the practice by telephone, difficulties accessing appointments or frustration at being unable to see their clinician of choice.</p> <p>One of the two wholly negative comments related to staff attitude, while the other complained of difficulties accessing the service.</p>
Friends and Family Test Results	<p>Between April and August 2018, the practice had received 98 responses to the Friends and Family Test. Of these, 64 patients responded they would be either extremely likely or likely to recommend the service to friends or family, 13 neither likely nor unlikely, and 21 either extremely unlikely or unlikely to recommend the service.</p>

Patient interviews	We spoke with one patient during the inspection and a further two over the telephone shortly after the visit. All three reported positive feedback about how staff treated them and felt staff frequently went above and beyond the levels expected of them to ensure patient needs were met.
--------------------	---

National GP Survey results

Note: The questions in the 2018 GP Survey indicators have changed. Ipsos MORI have advised that the new survey data must not be directly compared to the past survey data, because the survey methodology has changed in 2018. This means that we cannot be sure whether the change in scores was due to the change in methodology, or was due to a genuine change in patient experience.

Practice population size	Surveys sent out	Surveys returned	Survey Response rate%	% of practice population
15773	347	103	29.7%	0.65%

Indicator	Practice	CCG average	England average	England comparison
The percentage of respondents to the GP patient survey who stated that the last time they had a general practice appointment, the healthcare professional was good or very good at listening to them (01/01/2018 to 31/03/2018)	83.1%	88.2%	89.0%	Comparable with other practices
The percentage of respondents to the GP patient survey who stated that the last time they had a general practice appointment, the healthcare professional was good or very good at treating them with care and concern (01/01/2018 to 31/03/2018)	77.9%	86.7%	87.4%	Comparable with other practices
The percentage of respondents to the GP patient survey who stated that during their last GP appointment they had confidence and trust in the healthcare professional they saw or spoke to (01/01/2018 to 31/03/2018)	98.0%	96.0%	95.6%	Comparable with other practices
The percentage of respondents to the GP patient survey who responded positively to the overall experience of their GP practice (01/01/2018 to 31/03/2018)	60.0%	81.8%	83.8%	Variation (negative)
Any additional evidence or comments				
The practice's own patient survey, completed in August 2018 and incorporating a sample size of 260 patients indicated that 83% would describe their overall experience of the practice as good.				

Question	Y/N
The practice carries out its own patient survey/patient feedback exercises.	Y

Date of exercise	Summary of results
August 2018	<p>The practice was aware patient feedback in the 2017 National GP Patient survey had been generally below local and national averages. During the inspection in September 2018 we saw changes the practice had implemented in order to address the concerns being raised and improve patient experience at the practice, such as increasing clinical capacity, changing the appointment system and increasing appointment length as well as updating telephone systems. In August 2018, the practice, along with support from an independent consultancy specialising in patient satisfaction, conducted its own patient survey. A total of 260 patients responded to the survey.</p> <p>We saw the practice's own survey had been designed to provide comparators to the 2017 national GP patient survey so as to measure progress. Results indicated improved satisfaction amongst patients. For example in 2017, 74% of patients felt the last GP they saw was good at treating them with care or concern. The practice's own 2018 results showed this had improved to 92%. The 2017 national GP patient survey indicated 73% of patients felt the GP gave them enough time, whereas the practice's own 2018 survey suggested 93% of patients who responded were happy with the time provided by clinicians.</p>

Involvement in decisions about care and treatment

Examples of feedback received:

Source	Feedback
Interviews with patients.	Patients told us clinicians took the time to explain treatment options and said they felt involved in decisions about their care.
Comment cards	Comments indicated patients felt listened to and reiterated the feedback described to us in person during the visit that patients were happy with their involvement in decisions about their care and treatment.

National GP Survey results

Indicator	Practice	CCG average	England average	England comparison
The percentage of respondents to the GP patient survey who stated that during their last GP appointment they were involved as much as they wanted to be in decisions about their care and treatment (01/01/2018 to 31/03/2018)	91.2%	94.4%	93.5%	Comparable with other practices

Carers	Narrative
<p>Percentage and number of carers identified</p>	<p>The practice had implemented proactive systems in order to identify carers, as well as other vulnerable patients. A 'holistic assessment process' had been devised, whereby a customised template was activated on the electronic patient record when a patient made contact with the practice, prompting practice staff to make enquiries and appropriately code in the record if a patient was a carer, had visual or auditory impairment or was housebound. The template was programmed to ensure once the prompts had been asked and information coded, staff would not be prompted to repeat for the same patient for a pre-determined amount of time, in order to avoid duplication and possible annoyance for the patients.</p> <p>The practice had identified 358 patients as carers (2.2% of the patient list), with 124 of these being identified in the four months prior to our inspection via the use of the holistic assessment process.</p>
<p>How the practice supports carers</p>	<p>Once identified, patients were sent a letter of support, signposting them to local services available. The practice had alerted local support organisations that they were improving prevalence to ensure collaborative working.</p>

Responsive

Responding to and meeting people's needs

Practice Opening Times	
Day	Time
Monday	8am until 6:30pm (North Meols site open until 8pm)
Tuesday	8am until 6:30pm
Wednesday	8am-8.30pm
Thursday	8am until 6:30pm
Friday	8am until 6:30pm

Appointments available	
All sites	8.30-5pm (occasionally appointments from 8am dependent on pressures)
Extended hours opening	
Monday and Wednesday	6.30-8pm / 8.30pm

National GP Survey results

Practice population size	Surveys sent out	Surveys returned	Survey Response rate%	% of practice population
15773	347	103	29.7%	0.65%

Indicator	Practice	CCG average	England average	England comparison
The percentage of respondents to the GP patient survey who stated that at their last general practice appointment, their needs were met (01/01/2018 to 31/03/2018)	92.4%	95.5%	94.8%	Comparable with other practices

Timely access to the service

National GP Survey results

Indicator	Practice	CCG average	England average	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 (01/01/2018 to 31/03/2018)	54.1%	70.2%	70.3%	Comparable with other practices
The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment (01/01/2018 to 31/03/2018)	33.5%	62.4%	68.6%	Variation (negative)
The percentage of respondents to the GP patient survey who were very satisfied or fairly satisfied with their GP practice appointment times (01/01/2018 to 31/03/2018)	48.8%	62.9%	65.9%	Comparable with other practices
The percentage of respondents to the GP patient survey who were satisfied with the type of appointment (or appointments) they were offered (01/01/2018 to 31/03/2018)	49.0%	70.4%	74.4%	Variation (negative)
<p>Any additional evidence or comments</p> <p>The practice were aware of poor patient feedback regarding access to appointments, and had implemented changes in order to improve patient experience. For example, a new devoted prescriptions telephone line was being installed and would be in operation from October 2018. The practice estimated approximately 25-30% of all calls received by the practice were related to prescription requests, so it was envisaged this new line would have a significant impact on telephone access for appointments. In addition the practice ensured sufficient staffing resources were available to handle calls during periods of high demand.</p> <p>Since our previous inspection in March 2018, the practice had made changes to the appointment system, following consultation with the patient participation group. The walk-in clinics previously offered had ceased, following identification they were not being utilised as intended. Telephone triage appointment slots had been increased from five to seven minutes, and the recruitment of additional clinical staff had increased capacity.</p> <p>Two of the recently recruited advanced nurse practitioners had additional specialist training in clinical areas; one in mental health and the other dermatology. The practice envisaged this would result in reduced need for onward referral to secondary care services.</p> <p>In order to monitor the effectiveness of the changes implemented, the practice had conducted its own patient satisfaction survey in August 2018, canvassing the opinion of 260 patients. Results indicated patients felt more positively about access to the service. For example, 62% felt the practice was easy to contact by telephone, 68% described the experience of making an appointment as good, 88% were satisfied with the practice's opening times and 89% felt their appointment was convenient.</p>				

Examples of feedback received from patients:

Source	Feedback
Comment cards	While nine of the comment cards we received expressed some frustrations regarding accessing appointments, six specifically praised the practice for the speed with which they were seen by a clinician.
Patient interviews	Patients we spoke with were aware of the changes the practice had put in place to improve access to the service, and told us they felt it was having a positive impact.