

# Care Quality Commission

## Inspection Evidence Table

### Abbey Medical Centre (1-2793694187)

Inspection date: 10 December 2018

Date of data download: 27 November 2018

## Caring

### Kindness, respect and compassion

CQC comments cards	
Total comments cards received	None
Number of CQC comments received which were positive about the service	N/A
Number of comments cards received which were mixed about the service	N/A
Number of CQC comments received which were negative about the service	N/A

Examples of feedback received:

Source	Feedback
Patient interviews	We spoke with five patients during this inspection. They all gave positive feedback about the practice staff and healthcare professionals being kind, caring and compassionate. Patients we spoke with gave several examples of how they had personally experienced this in the practice.
Patient participation group (PPG) members interviews	We spoke with four members of the PPG during this inspection. They told us the practice had been supportive of them as a group, had listened to and implemented some of their ideas to help improve the service.

## 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
6955	424	96	22.6%	1.38%

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)	81.6%	82.6%	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)	81.6%	79.3%	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)	91.2%	90.2%	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)	73.0%	73.6%	83.8%	Comparable with other practices
<b>Any additional evidence or comments</b> The practice hosts a talking therapies clinic, available to residents in the local area. At the time of our inspection, 8 patients from the practice had been referred to the service.				

Question	Y/N
The practice carries out its own patient surveys and patient feedback exercises.	Yes

Date of exercise	Summary of results
September 2018	The practice's patient satisfaction survey results indicated that respondents felt the practice provided a caring service. Responses were favourable towards the practice for questions relating to patient staff interaction, privacy and confidentiality, communication and involvement, and emotional support. Additional comments made by respondents included about the warm and welcoming environment and staff, helpful staff, understanding clinicians, and practice improvements observed over the last two years.

Any additional evidence
The practice runs an over 65s group, which meets weekly in the practice. The group was set up to alleviate loneliness and isolation among older people in the practice, increase awareness about health issues that may affect people in this age group, provide a discussion forum on health issues, and promote a fit and active lifestyle. Feedback from the group's attendees was positive, with people particularly enjoying the exercise sessions, the friendly and sociable atmosphere, and refreshments.

## Involvement in decisions about care and treatment

Examples of feedback received:

Source	Feedback
Interviews with patients	Patients we spoke with told us they were as involved as they wanted to be in decision about their care.
Interviews with PPG members	Monthly PPG meetings were held in the practice, and PPG members told us they felt involved and able to participate in the decision-making processes at these meetings.

## 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)	91.0%	86.5%	93.5%	Comparable with other practices
<b>Any additional evidence or comments</b> The practice's patient satisfaction survey September 2018 also found that respondents were positive about their involvement in planning and making decisions about their care and treatment.				

Question	Y/N
Interpretation services were available for patients who did not have English as a first language.	Yes
Patient information leaflets and notices were available in the patient waiting area which told patients how to access support groups and organisations.	Yes
Information leaflets were available in easy read format.	No
Information about support groups was available on the practice website.	Yes

Carers	Narrative
Percentage and number of carers identified	98 carers (or 1.4%) identified, from a patient list size of 6950.
How the practice supports carers	<p>In July 2017, the practice began hosting regular monthly carers clinics, led by a representative of Barking and Dagenham Carers.</p> <p>Information about the Carers clinic was well publicised in the practice.</p> <p>People identified as having caring responsibilities in the practice were invited to attend the carers clinic, where they are given tailored advice and information about local resources available for carers.</p> <p>To date, 42 patients with caring responsibilities have attended the Carers clinic at the practice.</p>
How the practice supports recently bereaved patients	<p>Bereaved patients were offered an appointment to see the GP and discuss any support needs they may have.</p> <p>Local services were available to patient who needed referral to them to support them through their bereavement.</p>

Any additional evidence
<p>The practice had a chaperone policy and procedure.</p> <p>Patients were offered, and could request, a chaperone to be present during their care and treatment appointment. There was signage in the patient treatment rooms and in the waiting area indicating this support was available for patients.</p>

## Privacy and dignity

Question	Y/N
Curtains were provided in consulting rooms to maintain patients' privacy and dignity during examinations, investigations and treatments.	Yes

	Narrative
Arrangements to ensure confidentiality at the reception desk	<p>Patients were encouraged to stand a reasonable distance from the reception desk whilst they waited to speak to the staff, to allow the person speaking with them some degree of privacy.</p> <p>Reception staff spoke with patients discreetly so they could not be easily over heard.</p> <p>Patient confidential information was not disclosed in the reception area.</p> <p>Reception staff had received training in topics such as Confidentiality and Information governance, which equipped them to protect patient confidentiality.</p> <p>The practice had several policies in relation to confidentiality, including a Confidentiality Policy and procedure, Confidentiality policy for young people and children.</p>

Question	Y/N
Consultation and treatment room doors were closed during consultations.	Yes
A private room was available if patients were distressed or wanted to discuss sensitive issues.	Yes

Examples of specific feedback received:

Source	Feedback
Practice patient satisfaction survey September 2018	Results indicated that patients responded favourably about the practice for questions relating to privacy and dignity.

## 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" (this tells us the number of standard deviations from the mean the data point is), giving us a statistical measurement of a practice's performance in relation to the England average. We highlight practices which significantly vary from the England average (in either a positive or negative direction). We consider that z-scores which are higher than +2 or lower than -2 are at significant levels, warranting further enquiry. Using this technique we can be 95% confident that the practice's performance is genuinely different from the average. It is important to note that a number of factors can affect the Z score for a practice, for example a small denominator or the distribution of the data. This means that there will be cases where a practice's data looks quite different to the average, but still shows as comparable, as we do not have enough confidence that the difference is genuine. There may also be cases where a practice's data looks similar across two indicators, but they are in different variation bands.

The percentage of practices which show variation depends on the distribution of the data for each indicator, but is typically around 10-15% of practices. The practices which are not showing significant statistical variation are labelled as comparable to other practices.

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

The following language is used for showing variation:

	Variation Band	Z-score threshold
1	Significant variation (positive)	$Z \leq -3$
2	Variation (positive)	$-3 < Z \leq -2$
3	Comparable to other practices	$-2 < Z < 2$
4	Variation (negative)	$2 \leq Z < 3$
5	Significant variation (negative)	$Z \geq 3$
6	No data	Null

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

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

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](#)).