

# Care Quality Commission

## Inspection Evidence Table

### Purton Medical Practice (1-549028449)

Inspection date: 13 March 2019

Date of data download: 01 March 2019

## Overall rating: Good

Please note: Any Quality Outcomes Framework (QOF) data relates to 2017/18.

## Safe

Rating: Good

### Safety systems and processes

**The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.**

Safeguarding	Y/N/Partial
There was a lead member of staff for safeguarding processes and procedures.	Y
Safeguarding systems, processes and practices were developed, implemented and communicated to staff.	Y
There were policies covering adult and child safeguarding.	Y
Policies took account of patients accessing any online services.	Y
Policies and procedures were monitored, reviewed and updated.	Y
Policies were accessible to all staff.	Y
Partners and staff were trained to appropriate levels for their role (for example, level three for GPs, including locum GPs).	Y
There was active and appropriate engagement in local safeguarding processes.	Y
There were systems to identify vulnerable patients on record.	Y
There was a risk register of specific patients.	Y
Disclosure and Barring Service (DBS) checks were undertaken where required.	Y
Staff who acted as chaperones were trained for their role.	Y
There were regular discussions between the practice and other health and social care professionals such as health visitors, school nurses, community midwives and social workers to support and protect adults and children at risk of significant harm.	Y

Recruitment systems	Y/N/Partial
Recruitment checks were carried out in accordance with regulations (including for agency staff and locums).	Y
Staff vaccination was maintained in line with current Public Health England (PHE) guidance and if relevant to role.	Y
There were systems to ensure the registration of clinical staff (including nurses and pharmacists) was checked and regularly monitored.	Y
Staff had any necessary medical indemnity insurance.	Y

Safety systems and records	Y/N/Partial
There was a record of portable appliance testing or visual inspection by a competent person. Date of last inspection/test: 19.01.19	Y
There was a record of equipment calibration. Date of last calibration: 10.05.18	Y
There was a fire procedure.	Y
There was a record of fire extinguisher checks. Date of last check: 23.07.18	Y
There was a log of fire drills. Date of last drill: 27.11.18	Y
There was a record of fire alarm checks. Date of last check: 30.11.18	Y
There was a record of fire training for staff. Date of last training: Staff completed this training individually and on different dates.	Y
There were fire marshals.	N <sup>1</sup>
A fire risk assessment had been completed. Date of completion: 21.10.18	Y
Actions from fire risk assessment were identified and completed.	Y <sup>2</sup>
Explanation of any answers and additional evidence: 1. The practice had no designated fire marshals. Staff we spoke with explained that due to an irregular mix of working patterns and shifts, all staff acted in this capacity. Our interviews with staff confirmed that all were aware of actions to take in an emergency, or other situation. 2. All actions identified had been addressed.	

Health and safety	Y/N/Partial
Premises/security risk assessment had been carried out.	Y

Date of last assessment: 25.10.18	
Health and safety risk assessments had been carried out and appropriate actions taken. Date of last assessment: 25.10.18	Y <sup>1</sup>
Explanation of any answers and additional evidence: 1. All actions identified had been addressed.	

## Infection prevention and control

### Appropriate standards of cleanliness and hygiene were met.

	Y/N/Partial
There was an infection risk assessment and policy.	Y
Staff had received effective training on infection prevention and control.	Y
Date of last infection prevention and control audit: 15.11.18	Y
The practice had acted on any issues identified in infection prevention and control audits.	Y <sup>1</sup>
The arrangements for managing waste and clinical specimens kept people safe.	Y
Explanation of any answers and additional evidence: 1. All actions identified had been addressed.	

## Risks to patients

### There were adequate systems to assess, monitor and manage risks to patient safety.

	Y/N/Partial
There was an effective approach to managing staff absences and busy periods.	Y
There was an effective induction system for temporary staff tailored to their role.	Y
Comprehensive risk assessments were carried out for patients.	Y
Risk management plans for patients were developed in line with national guidance.	Y
Panic alarms were fitted and administrative staff understood how to respond to the alarm and the location of emergency equipment.	Y
Clinicians knew how to identify and manage patients with severe infections including sepsis.	Y
Receptionists were aware of actions to take if they encountered a deteriorating or acutely unwell patient and had been given guidance on identifying such patients.	Y
There was a process in the practice for urgent clinical review of such patients.	Y
There was equipment available to enable assessment of patients with presumed sepsis or other clinical emergency.	Y
There were systems to enable the assessment of patients with presumed sepsis in line	Y

with National Institute for Health and Care Excellence (NICE) guidance.	
When there were changes to services or staff the practice assessed and monitored the impact on safety.	Y

## Information to deliver safe care and treatment

### Staff had the information they needed to deliver safe care and treatment.

	Y/N/Partial
Individual care records, including clinical data, were written and managed securely and in line with current guidance and relevant legislation.	Y
There was a system for processing information relating to new patients including the summarising of new patient notes.	Y
There were systems for sharing information with staff and other agencies to enable them to deliver safe care and treatment.	Y
Referral letters contained specific information to allow appropriate and timely referrals.	Y
Referrals to specialist services were documented.	Y
There was a system to monitor delays in referrals.	Y
There was a documented approach to the management of test results and this was managed in a timely manner.	Y
The practice demonstrated that when patients use multiple services, all the information needed for their ongoing care was shared appropriately and in line with relevant protocols.	Y

## Appropriate and safe use of medicines

### The practice had systems for the appropriate and safe use of medicines, including medicines optimisation

Indicator	Practice	CCG average	England average	England comparison
Number of antibacterial prescription items prescribed per Specific Therapeutic group Age-sex Related Prescribing Unit (STAR PU) (01/10/2017 to 30/09/2018) (NHS Business Service Authority - NHSBSA)	1.31	0.92	0.94	No statistical variation
The number of prescription items for co-amoxiclav, cephalosporins and quinolones as a percentage of the total number of prescription items for selected antibacterial drugs (BNF 5.1 sub-set). (01/10/2017 to 30/09/2018) (NHSBSA)	14.7%	10.9%	8.7%	Variation (negative)
Average daily quantity per item for Nitrofurantoin 50 mg tablets and capsules, Nitrofurantoin 100 mg m/r capsules, Pivmecillinam 200 mg tablets and Trimethoprim 200 mg tablets prescribed for uncomplicated urinary tract infection (01/04/2018 to 30/09/2018) (NHSBSA)	6.24	5.21	5.64	No statistical variation
Average daily quantity of oral NSAIDs prescribed per Specific Therapeutic Group Age-sex Related Prescribing Unit (STAR-PU) (01/04/2018 to 30/09/2018) (NHSBSA)	2.63	2.67	2.22	No statistical variation

#### Explanation of any answers and additional evidence:

The practice was above local and national averages for the prescribing of antibiotics whose use should be controlled. When we spoke with practice staff, they told us they were aware of this, and had put measures in place to address the issue. Measures included a detailed audit of co-amoxiclav prescribing, completed by a clinical pharmacist in May 2018 and shared with all GP's; and the practice re-issuing (in November 2018) the latest Wiltshire CCG Prescribing Guidelines to all clinicians and discussed these at a clinical team meeting. Short versions of the guidelines were laminated and placed in each consulting room. We saw the latest unverified QOF data from December 2018, which showed this figure is now 13.8%.

Medicines management	Y/N/Partial
The practice ensured medicines were stored safely and securely with access restricted to authorised staff.	Y
Blank prescriptions were kept securely and their use monitored in line with national	Partial <sup>1</sup>

Medicines management	Y/N/Partial
guidance.	
Staff had the appropriate authorisations to administer medicines (including Patient Group Directions or Patient Specific Directions).	Y
There was a process for the safe handling of requests for repeat medicines and evidence of structured medicines reviews for patients on repeat medicines.	Y
The practice had a process and clear audit trail for the management of information about changes to a patient's medicines including changes made by other services.	Y
There was a process for monitoring patients' health in relation to the use of medicines including high risk medicines (for example, warfarin, methotrexate and lithium) with appropriate monitoring and clinical review prior to prescribing.	Y
The practice monitored the prescribing of controlled drugs. (For example, investigation of unusual prescribing, quantities, dose, formulations and strength).	Y
There were arrangements for raising concerns around controlled drugs with the NHS England Area Team Controlled Drugs Accountable Officer.	Y
The practice had taken steps to ensure appropriate antimicrobial use to optimise patient outcomes and reduce the risk of adverse events and antimicrobial resistance.	Y
The practice held appropriate emergency medicines, risk assessments were in place to determine the range of medicines held, and a system was in place to monitor stock levels and expiry dates.	Y
The practice had arrangements to monitor the stock levels and expiry dates of emergency medicines/medical gases.	Y
There was medical oxygen and a defibrillator on site and systems to ensure these were regularly checked and fit for use.	Y <sup>2</sup>
Vaccines were appropriately stored, monitored and transported in line with PHE guidance to ensure they remained safe and effective.	Y
<p>Explanation of any answers and additional evidence:</p> <p>1) (i) Prescriptions for Controlled Drugs were stored in an area behind the reception desk, out of sight of patients, but the room was not secured by lock and key;  (ii) Patients did not sign when the Controlled Drugs prescriptions were collected.</p> <p>We discussed these issues with practice staff, who told us they would install a lock on the reception room door, and ensure that patients signed for controlled drug prescriptions. We saw documentary evidence of a policy outlining this process.</p> <p>2) We saw expired defibrillation pads stored in the same location as pads to be used in the event of a medical emergency. When we spoke with practice staff about this, they told us the old pads were used for training purposes only and following inspection would be stored elsewhere, under lock and key.</p>	

## Track record on safety and lessons learned and improvements made

### The practice learned and made improvements when things went wrong.

Significant events	Y/N/Partial
The practice monitored and reviewed safety using information from a variety of sources.	Y
Staff knew how to identify and report concerns, safety incidents and near misses.	Y
There was a system for recording and acting on significant events.	Y
Staff understood how to raise concerns and report incidents both internally and externally.	Y
There was evidence of learning and dissemination of information.	Y
Number of events recorded in last 12 months:	4
Number of events that required action:	4

Example(s) of significant events recorded and actions by the practice.

Event	Specific action taken
A patient complained that their child was not seen as a priority when, in their view, that should have been the case.	The practice contacted the patient and apologised for any distress caused. Staff emphasised that treatment priority was based on need rather than age, and that following a GP triage, the case was not assessed as urgent. The issue was discussed at a clinical meeting, as a significant event, and a triaging protocol referred to.

Safety alerts	Y/N/Partial
There was a system for recording and acting on safety alerts.	Y
Staff understood how to deal with alerts.	Y <sup>1</sup>
Explanation of any answers and additional evidence: 1. All incoming alerts were disseminated to the appropriate person for action. We saw documentary evidence that all relevant alerts had been actioned.	

## Effective

## Good

### Effective needs assessment, care and treatment

**Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.**

	Y/N/Partial
The practice had systems and processes to keep clinicians up to date with current evidence-based practice.	Y
Patients' immediate and ongoing needs were fully assessed. This included their clinical needs and their mental and physical wellbeing.	Y
We saw no evidence of discrimination when staff made care and treatment decisions.	Y
Patients' treatment was regularly reviewed and updated.	Y
There were appropriate referral pathways were in place to make sure that patients' needs were addressed.	Y
Patients were told when they needed to seek further help and what to do if their condition deteriorated.	Y

Prescribing	Practice performance	CCG average	England average	England comparison
Average daily quantity of Hypnotics prescribed per Specific Therapeutic group Age-sex Related Prescribing Unit (STAR PU) (01/10/2017 to 30/09/2018) (NHSBSA)	1.57	0.82	0.81	No statistical variation

### Older people

### Population group rating: Good

Findings
<ul style="list-style-type: none"> <li>The practice used a clinical tool to identify older patients who were living with moderate or severe frailty. Those identified received a full assessment of their physical, mental and social needs.</li> <li>The practice followed up on older patients discharged from hospital. It ensured that their care plans and prescriptions were updated to reflect any extra or changed needs.</li> <li>Staff had appropriate knowledge of treating older people including their psychological, mental and communication needs.</li> <li>Health checks were offered to patients over 75 years of age.</li> </ul>



## People with long-term conditions

Population group rating: Requires Improvement

### Findings

- Patients with long-term conditions had a structured annual review to check their health and medicines needs were being met. For patients with the most complex needs, the GP worked with other health and care professionals to deliver a coordinated package of care.
- Staff who were responsible for reviews of patients with long-term conditions had received specific training.
- GPs followed up patients who had received treatment in hospital or through out of hours services for an acute exacerbation of asthma.
- The practice could demonstrate how they identified patients with commonly undiagnosed conditions, for example diabetes, chronic obstructive pulmonary disease (COPD), atrial fibrillation and hypertension.
- Adults with newly diagnosed cardio-vascular disease were offered statins.
- Patients with suspected hypertension were offered ambulatory blood pressure monitoring.
- Patients with atrial fibrillation were assessed for stroke risk and treated appropriately.

Diabetes Indicators	Practice	CCG average	England average	England comparison
The percentage of patients with diabetes, on the register, in whom the last IFCC-HbA1c is 64 mmol/mol or less in the preceding 12 months (01/04/2017 to 31/03/2018) <small>(QOF)</small>	92.5%	84.1%	78.8%	Variation (positive)
Exception rate (number of exceptions).	25.7% <sup>1</sup> (148)	20.4%	13.2%	N/A
The percentage of patients with diabetes, on the register, in whom the last blood pressure reading (measured in the preceding 12 months) is 140/80 mmHg or less (01/04/2017 to 31/03/2018) <small>(QOF)</small>	84.7%	79.1%	77.7%	No statistical variation
Exception rate (number of exceptions).	11.3% (65)	14.1%	9.8%	N/A
	Practice	CCG average	England average	England comparison
The percentage of patients with diabetes, on the register, whose last measured total cholesterol (measured within the preceding 12 months) is 5 mmol/l or less (01/04/2017 to 31/03/2018) <small>(QOF)</small>	78.3%	82.1%	80.1%	No statistical variation
Exception rate (number of exceptions).	23.1% <sup>1</sup> (133)	18.2%	13.5%	N/A

Other long-term conditions	Practice	CCG	England	England
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		average	average	comparison
The percentage of patients with asthma, on the register, who have had an asthma review in the preceding 12 months that includes an assessment of asthma control using the 3 RCP questions, NICE 2011 menu ID: NM23 (01/04/2017 to 31/03/2018) (QOF)	74.2%	76.0%	76.0%	No statistical variation
Exception rate (number of exceptions).	22.8% <sup>1</sup> (128)	9.3%	7.7%	N/A
The percentage of patients with COPD who have had a review, undertaken by a healthcare professional, including an assessment of breathlessness using the Medical Research Council dyspnoea scale in the preceding 12 months (01/04/2017 to 31/03/2018) (QOF)	93.6%	91.3%	89.7%	No statistical variation
Exception rate (number of exceptions).	29.0% <sup>1</sup> (45)	14.1%	11.5%	N/A

Explanation of any answers and additional evidence:

Explanation of any answers and additional evidence:

- The practice had high (relative to local and national averages) exception reporting rates for patients with diabetes (regarding their cholesterol and glucose indicators); and for patients with asthma, and COPD (regarding their reviews). We looked at clinical data and saw that all patients had been appropriately excepted. The practice also provided a detailed explanation to account for this level of exception reporting. Staff told us that:
  - Several patients had not responded to any invites from several different services (for example, diabetic eye screening);
  - A high number of patients were either housebound or in care homes (over 140 patients in care homes), which meant they could not attend the clinic.
  - There is no community diabetic service in Wiltshire.
  - Over the past year, the practice respiratory nurse had been making more calls after normal working hours, to try and make contact with patients who did not attend for their reviews.

Indicator	Practice	CCG average	England average	England comparison
The percentage of patients with hypertension in whom the last blood pressure reading measured in the preceding 12 months is 150/90mmHg or less (01/04/2017 to 31/03/2018) (QOF)	73.6% <sup>1</sup>	82.9%	82.6%	Variation (negative)
Exception rate (number of exceptions).	1.9% (27)	5.1%	4.2%	N/A
In those patients with atrial fibrillation with a record of a CHA2DS2-VASc score of 2 or more, the percentage of patients who are currently treated with anti-coagulation drug therapy (01/04/2017 to 31/03/2018) (QOF)	86.0%	91.9%	90.0%	No statistical variation

Exception rate (number of exceptions).	1.7% (4)	6.9%	6.7%	N/A
Explanation of any answers and additional evidence: 1. The practice was below local and national averages for patients with hypertension, whose blood pressure reading in the last 12 months was at a healthy level. When we spoke with practice staff they told us they were aware of this and that staff would undergo training to address this indicator.				

## Families, children and young people

Population group rating: Good

Findings
<ul style="list-style-type: none"> <li>Childhood immunisation rates met World Health Organisation (WHO) targets.</li> <li>The practice had arrangements to identify and review the treatment of newly pregnant women on long-term medicines. These patients were provided with advice and post-natal support in accordance with best practice guidance.</li> <li>The practice had arrangements for following up failed attendance of children's appointments following an appointment in secondary care or for immunisation and would liaise with health visitors when necessary.</li> <li>Young people could access services for sexual health and contraception.</li> </ul>

Child Immunisation	Numerator	Denominator	Practice %	Comparison to WHO target
The percentage of children aged 1 who have completed a primary course of immunisation for Diphtheria, Tetanus, Polio, Pertussis, Haemophilus influenza type b (Hib)((i.e. three doses of DTaP/IPV/Hib) (01/04/2017 to 31/03/2018) (NHS England)	69	72	95.8%	Met 95% WHO based target (significant variation positive)
The percentage of children aged 2 who have received their booster immunisation for Pneumococcal infection (i.e. received Pneumococcal booster) (PCV booster) (01/04/2017 to 31/03/2018) (NHS England)	92	96	95.8%	Met 95% WHO based target (significant variation positive)
The percentage of children aged 2 who have received their immunisation for Haemophilus influenza type b (Hib) and Meningitis C (MenC) (i.e. received Hib/MenC booster) (01/04/2017 to 31/03/2018) (NHS England)	92	96	95.8%	Met 95% WHO based target (significant variation positive)
The percentage of children aged 2 who have received immunisation for measles, mumps and rubella (one dose of MMR) (01/04/2017 to 31/03/2018) (NHS England)	89	96	92.7%	Met 90% minimum (no variation)

## Working age people (including those recently

Population group rating: Good

## retired and students)

### Findings

- The practice had systems to inform eligible patients to have the meningitis vaccine, for example before attending university for the first time.
- Patients had access to appropriate health assessments and checks including NHS checks for patients aged 40 to 74. There was appropriate and timely follow-up on the outcome of health assessments and checks where abnormalities or risk factors were identified.
- Patients could book or cancel appointments online and order repeat medication without the need to attend the surgery.

Cancer Indicators	Practice	CCG average	England average	England comparison
The percentage of women eligible for cervical cancer screening at a given point in time who were screened adequately within a specified period (within 3.5Years for women aged 25 to 49, and within 5.5Years for women aged 50 to 64) (01/04/2017 to 31/03/2018) (Public Health England)	76.0% <sup>1</sup>	75.7%	71.7%	No statistical variation
Females, 50-70, screened for breast cancer in last 36 months (3Year coverage, %) (01/04/2017 to 31/03/2018) (PHE)	81.2%	76.1%	70.0%	N/A
Persons, 60-69, screened for bowel cancer in last 30 months (2.5Year coverage, %)(01/04/2017 to 31/03/2018) (PHE)	65.2%	63.2%	54.5%	N/A
The percentage of patients with cancer, diagnosed within the preceding 15 months, who have a patient review recorded as occurring within 6 months of the date of diagnosis. (01/04/2017 to 31/03/2018) (PHE)	69.2%	63.7%	70.2%	N/A
Number of new cancer cases treated (Detection rate: % of which resulted from a two week wait (TWW) referral) (01/04/2017 to 31/03/2018) (PHE)	54.7%	49.0%	51.9%	No statistical variation

### Any additional evidence or comments

1. The practice screening and diagnosis data for patients with cancer was comparable with local and national averages, but below the 80% coverage target for the national screening programme. The practice was aware of this, and had taken action to improve screening rates. Measures taken by the practice included ensuring patients were offered appointments at different times throughout the week, including late appointments, and ensuring a female sample-taker was available.

## People whose circumstances make them vulnerable

Population group rating: Good

### Findings

- End of life care was delivered in a coordinated way which took into account the needs of those whose circumstances may make them vulnerable.

- The practice held a register of patients living in vulnerable circumstances including those with a learning disability.
- The practice had a system for vaccinating patients with an underlying medical condition according to the recommended schedule.
- The practice demonstrated that they had a system to identify people who misused substances.

**People experiencing poor mental health  
(including people with dementia)**

**Population group rating: Good**

### Findings

- The practice assessed and monitored the physical health of people with mental illness, severe mental illness, and personality disorder by providing access to health checks, interventions for physical activity, obesity, diabetes, heart disease, cancer and access to 'stop smoking' services.
- There was a system for following up patients who failed to attend for administration of long-term medication.
- When patients were assessed to be at risk of suicide or self-harm, the practice had arrangements in place to help them to remain safe.
- Patients at risk of dementia were identified and offered an assessment to detect possible signs of dementia. When dementia was suspected there was an appropriate referral for diagnosis.

Mental Health Indicators	Practice	CCG average	England average	England comparison
The percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who have a comprehensive, agreed care plan documented in the record, in the preceding 12 months (01/04/2017 to 31/03/2018) (QOF)	84.7% <sup>1</sup>	93.4%	89.5%	No statistical variation
Exception rate (number of exceptions).	1.7% (1)	13.2%	12.7%	N/A
The percentage of patients with schizophrenia, bipolar affective disorder and other psychoses whose alcohol consumption has been recorded in the preceding 12 months (01/04/2017 to 31/03/2018) (QOF)	94.9%	93.3%	90.0%	No statistical variation
Exception rate (number of exceptions).	1.7% (1)	13.0%	10.5%	N/A
The percentage of patients diagnosed with dementia whose care plan has been reviewed in a face-to-face review in the preceding 12 months (01/04/2017 to 31/03/2018) (QOF)	94.6%	87.5%	83.0%	No statistical variation
Exception rate (number of exceptions).	5.1% (5)	8.4%	6.6%	N/A

#### Any additional evidence or comments

1) The practice was below local and national averages for patients with a mental health issue and a documented care plan. We spoke with practice staff, who told us that one patient had been exception reported, and that their unavailability and frequent hospital stays explained the lower average figure. We looked at clinical data for the patient and saw that they had been appropriately excepted.

#### Monitoring care and treatment

The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.

Indicator	Practice	CCG average	England average
Overall QOF score (out of maximum 559)	546.2	551.4	537.5
Overall QOF exception reporting (all domains)	9.0%	6.4%	5.8%

	Y/N/Partial
Clinicians took part in national and local quality improvement initiatives.	Y
The practice had a comprehensive programme of quality improvement and used information about care and treatment to make improvements.	Y

Examples of improvements demonstrated because of clinical audits or other improvement activity in past two years

The practice undertook an audit in December 2018, to check the correct calculation was being used when patients were prescribed an anticoagulant drug, and that all blood tests were up-to-date. The audit identified a need for a change when prescribing and reviewing these patients. A re-audit (February 2019) found that GP's were continuing to change their practice through running reports and taking action at regular intervals.

## Effective staffing

**The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.**

	Y/N/Partial
Staff had the skills, knowledge and experience to deliver effective care, support and treatment. This included specific training for nurses on immunisation and on sample taking for the cervical screening programme.	Y
The learning and development needs of staff were assessed.	Y
The practice had a programme of learning and development.	Y
Staff had protected time for learning and development.	Y
There was an induction programme for new staff.	Y
Staff had access to regular appraisals, one to ones, coaching and mentoring, clinical supervision and revalidation. They were supported to meet the requirements of professional revalidation.	Y
The practice could demonstrate how they assured the competence of staff employed in advanced clinical practice, for example, nurses, paramedics, pharmacists and physician associates.	Y
There was a clear and appropriate approach for supporting and managing staff when their performance was poor or variable.	Y

## Coordinating care and treatment

**Staff worked together and with other organisations to deliver effective care and treatment.**

Indicator	Y/N/Partial
The contractor has regular (at least 3 monthly) multidisciplinary case review meetings where all patients on the palliative care register are discussed (01/04/2017 to 31/03/2018) (QOF)	Y



We saw records that showed that all appropriate staff, including those in different teams and organisations, were involved in assessing, planning and delivering care and treatment.	Y
Care was delivered and reviewed in a coordinated way when different teams, services or organisations were involved.	Y
For patients who accessed the practice's digital service there were clear and effective processes to make referrals to other services.	Y
Patients received consistent, coordinated, person-centred care when they moved between services.	Y

## Helping patients to live healthier lives

### Staff were consistent and proactive in helping patients to live healthier lives.

	Y/N/Partial
The practice identified patients who may need extra support and directed them to relevant services. This included patients in the last 12 months of their lives, patients at risk of developing a long-term condition and carers.	Y
Staff encouraged and supported patients to be involved in monitoring and managing their own health.	Y
Staff discussed changes to care or treatment with patients and their carers as necessary.	Y
The practice supported national priorities and initiatives to improve the population's health, for example, stop smoking campaigns, tackling obesity.	Y <sup>1</sup>
Explanation of any answers and additional evidence: 1. Self-help courses and information about available community services was discussed with patients.	

Smoking Indicator	Practice	CCG average	England average	England comparison
The percentage of patients with any or any combination of the following conditions: CHD, PAD, stroke or TIA, hypertension, diabetes, COPD, CKD, asthma, schizophrenia, bipolar affective disorder or other psychoses whose notes record smoking status in the preceding 12 months (01/04/2017 to 31/03/2018) <small>(QOF)</small>	92.0%	95.1%	95.1%	No statistical variation
Exception rate (number of exceptions).	0.6% (13)	0.9%	0.8%	N/A



## Consent to care and treatment

**The practice always obtained consent to care and treatment in line with legislation and guidance.**

	Y/N/Partial
Clinicians understood the requirements of legislation and guidance when considering consent and decision making. We saw that consent was documented.	Y
Clinicians supported patients to make decisions. Where appropriate, they assessed and recorded a patient's mental capacity to make a decision.	Y
The practice monitored the process for seeking consent appropriately.	Y

# Caring

Rating: Good

## Kindness, respect and compassion

Staff treated patients with kindness, respect and compassion. Feedback from patients was positive about the way staff treated people.

	Y/N/Partial
Staff understood and respected the personal, cultural, social and religious needs of patients.	Y
Patients were given appropriate and timely information to cope emotionally with their care, treatment or condition.	Y

CQC comments cards	
Total comments cards received.	40
Number of CQC comments received which were positive about the service.	40
Number of comments cards received which were mixed about the service.	0
Number of CQC comments received which were negative about the service.	0

Source	Feedback
CQC comments cards	All cards noted that staff were professional, respectful and caring. Reception staff were noted to be helpful and friendly. The doctors at the service were consistently described as outstanding.

## 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 changed in 2018.

Practice population size	Surveys sent out	Surveys returned	Survey Response rate%	% of practice population
10,350	229	116	50.7%	1.12%

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)	96.3%	91.8%	89.0%	No statistical variation
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)	95.7%	90.6%	87.4%	No statistical variation
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)	97.4%	97.4%	95.6%	No statistical variation
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)	94.8%	87.9%	83.8%	No statistical variation

#### Any additional evidence or comments

The practice either matched or exceeded local and national averages, for a range of patient satisfaction indicators. For example, regarding patient confidence and trust in the last health care professional who treated them.

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

#### Involvement in decisions about care and treatment

**Staff helped patients to be involved in decisions about care and treatment.**

	Y/N/Partial
Staff communicated with patients in a way that helped them to understand their care, treatment and condition, and any advice given.	Y
Staff helped patients and their carers find further information and access community and advocacy services.	Y

Source	Feedback
Interviews with patients.	We spoke with four patients who all reported they were involved 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)	97.2%	95.9%	93.5%	No statistical variation

	Y/N/Partial
Interpretation services were available for patients who did not have English as a first language.	Y
Patient information leaflets and notices were available in the patient waiting area which told patients how to access support groups and organisations.	Y
Information leaflets <b>could be made available</b> in other languages and in easy read format.	Y
Information about support groups was available on the practice website.	Y

Carers	Narrative
Percentage and number of carers identified.	Ninety-five carers were identified by the practice computer system. This figure represented less than 1% of the total practice population.
How the practice supported carers.	Information about carer support services could be accessed on the practice notice board, and in an information pack.
How the practice supported recently bereaved patients.	Relatives were offered a referral to a bereavement support service, and received a visit from a known GP.

## Privacy and dignity

### The practice respected patients' privacy and dignity.

	Y/N/Partial
Curtains were provided in consulting rooms to maintain patients' privacy and dignity during examinations, investigations and treatments.	Y
Consultation and treatment room doors were closed during consultations.	Y
A private room was available if patients were distressed or wanted to discuss sensitive issues.	Y
There were arrangements to ensure confidentiality at the reception desk.	Y <sup>1</sup>
Explanation of any answers and additional evidence: 1. Three separate reception areas and a patient self check-in screen helped to ensure confidentiality. Staff we spoke with estimated that the majority of patients (around 99%) used the check-in screen when they arrived for an appointment.	

## Responsive

Rating: Good

### Responding to and meeting people's needs

The practice organised and delivered services to meet patients' needs.

	Y/N/Partial
The importance of flexibility, informed choice and continuity of care was reflected in the services provided.	Y
The facilities and premises were appropriate for the services being delivered.	Y
The practice made reasonable adjustments when patients found it hard to access services.	Y
The practice provided effective care coordination for patients who were more vulnerable or who had complex needs. They supported them to access services both within and outside the practice.	Y
Care and treatment for patients with multiple long-term conditions and patients approaching the end of life was coordinated with other services.	Y

Practice Opening Times	
Day	Time
Opening times:	
Monday	8am-6.30pm
Tuesday	8am-6.30pm
Wednesday	8am-6.30pm
Thursday	8am-6.30pm
Friday	8am-6.30pm
Extended hours opening: Friday, 7.30am-8am; Monday, 6.30pm-8pm; every third Friday, 6.30pm-8pm.	
Appointments available (with a GP and nurse):	
Monday	8.30am-11.30am; 1.30pm-6pm
Tuesday	8.30am-11.30am; 1.30pm-6pm
Wednesday	8.30am-11.30am; 1.30pm-6pm
Thursday	8.30am-11.30am; 1.30pm-6pm
Friday	8.30am-11.30am; 1.30pm-6pm

## National GP Survey results

Practice population size	Surveys sent out	Surveys returned	Survey Response rate%	% of practice population
10,350	229	116	50.7%	1.12%

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)	95.5%	95.6%	94.8%	No statistical variation

### Older people

Population group rating: Good

Findings
<ul style="list-style-type: none"> <li>All patients had a named GP who supported them in whatever setting they lived.</li> <li>The practice was responsive to the needs of older patients, and offered home visits (by specialist practitioners) and urgent appointments for those with enhanced needs and complex medical issues.</li> <li>There was a medicines telephone ordering service for housebound patients.</li> <li>Older patients were able to book longer appointments if necessary.</li> <li>There was a medicines delivery service for housebound patients.</li> <li>Health checks were offered to patients over 75 years of age.</li> <li>Patients were signposted to a range of services to promote health and well-being.</li> <li>There was a care co-ordinator based at the practice, who sign-posted patients to a range of support services.</li> <li>The practice looked after more than 140 patients in local care and residential homes. Patients received weekly ward rounds, and could access a dedicated phone line.</li> </ul>

### People with long-term conditions

Population group rating: Good

Findings
<ul style="list-style-type: none"> <li>Patients with multiple conditions had their needs reviewed in one appointment.</li> <li>The practice liaised regularly with the local district nursing team and community matrons to discuss and manage the needs of patients with complex medical issues.</li> <li>Care and treatment for people with long-term conditions approaching the end of life was coordinated with other services.</li> <li>Patients were referred to a range of health management and prevention programs such as weight management and managing COPD.</li> <li>Patients could access an in-house phlebotomy service.</li> <li>Staff were active in the promotion and management of better health outcomes for patients with diabetes.</li> <li>The practice clinical pharmacist undertook medication reviews.</li> </ul>

## Families, children and young people

Population group rating: Good

### Findings

- Additional nurse appointments were available from 7.30am-8am on one morning per week; and 6.30pm-8pm on one night per week, for school age children, so they did not need to miss school.
- We found there were systems to identify and follow up children living in disadvantaged circumstances and who were at risk, for example, children and young people who had a high number of accident and emergency (A&E) attendances. Records we looked at confirmed this.
- All parents or guardians calling with concerns about a child were offered a same day appointment when necessary.
- Patients could contact the practice for advice and treatment of minor injuries throughout the day.
- Family planning services (for example, coil clinics and coil implant fitting) were provided at the practice, and available at any time during normal opening hours.

## Working age people (including those recently retired and students)

Population group rating: Good

### Findings

- The needs of this population group had been identified and the practice adjusted the services it offered to ensure these were accessible, flexible and offered continuity of care.
- The practice offered extended hours early morning and evening appointments. Pre-bookable appointments were also available to all patients.
- Patients could book appointments online and the practice offered scheduled telephone appointments.
- Patients aged 40-74 years were offered a health check.
- A travel clinic was available for NHS and private patients.
- Patients could access a physiotherapist, based at the practice for one day a week.

## People whose circumstances may make them vulnerable

Population group rating: Good

### Findings

- The practice held a register of patients living in vulnerable circumstances including those with a learning disability. Patients had regular contact with a learning disability nurse.
- People in vulnerable circumstances were easily able to register with the practice, including those with no fixed abode.
- The practice adjusted the delivery of its services to meet the needs of patients with a learning disability.
- Patients with a learning disability were offered follow-up appointments with a GP.



**People experiencing poor mental health  
(including people with dementia)**

**Population group rating: Good**

**Findings**

- Priority appointments were allocated when necessary to those experiencing poor mental health.
- Staff interviewed had a good understanding of how to support patients with mental health needs and those patients living with dementia. For example, the practice offered annual health reviews for patients with a diagnosis of a dementia and regularly reviewed all patients with a diagnosis of severe mental illness.
- Patients were offered a range of services to help them improve and manage their mental health issues. For example, patients were referred (or could self-refer) to an in-house talking therapy service, available two days per week. Practice patients could also access the service at other GP sites.
- Practice staff participated in training to change public perceptions of dementia, and attended dementia friendly community meetings.
- The practice was aware of various support groups within the area and signposted their patients to these accordingly.

## Timely access to the service

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

National GP Survey results

	Y/N/Partial
Patients with urgent needs had their care prioritised.	Y
The practice had a system to assess whether a home visit was clinically necessary and the urgency of the need for medical attention.	Y
Appointments, care and treatment were only cancelled or delayed when absolutely necessary.	Y

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)	88.9%	N/A	70.3%	No statistical variation
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)	84.2%	75.4%	68.6%	No statistical variation
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)	81.1%	69.9%	65.9%	No statistical variation
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)	83.7%	81.0%	74.4%	No statistical variation

#### Any additional evidence or comments

The practice was around 11 percentage points above local and national averages for patient satisfaction with appointment times. We saw documentary evidence to show that the average wait for a routine appointment was one to two days.

Source	Feedback
Internet search engines	Fifteen reviews rated the practice with an average of 4.5 (from 5) stars. Patients praised clinical care and attitudes of reception staff.

## Listening and learning from concerns and complaints

**Complaints were listened and responded to and used to improve the quality of care.**

Complaints	
Number of complaints received in the last year.	3
Number of complaints we examined.	2
Number of complaints we examined that were satisfactorily handled in a timely way.	2
Number of complaints referred to the Parliamentary and Health Service Ombudsman.	0

	Y/N/Partial
Information about how to complain was readily available.	Y
There was evidence that complaints were used to drive continuous improvement.	Y

Example(s) of learning from complaints.

Complaint	Specific action taken
A patient complained that there was not enough information on the practice website, regarding complaints procedures.	The practice website now includes further information about complaints, and electronic links to the complaints policy.

## Well-led

Rating: Good

### Leadership capacity and capability

There was compassionate, inclusive and effective leadership at all levels.

	Y/N/Partial
Leaders demonstrated that they understood the challenges to quality and sustainability.	Y <sup>1</sup>
They had identified the actions necessary to address these challenges.	Y
Staff reported that leaders were visible and approachable.	Y <sup>2</sup>
There was a leadership development programme, including a succession plan.	Y
Explanation of any answers and additional evidence: <ol style="list-style-type: none"><li>Where appropriate, Specialist Practitioners undertook a proportion of patient home visits, thereby creating more GP availability for practice based appointments. The practice was a member of the Wiltshire GP Alliance, which aimed to deliver improved patient access across the region.</li><li>The practice put measures in place to address a range of health issues. For example, high exception reporting rates for patients with long term conditions, and programme coverage for cervical cancer screening.</li></ol>	

### Vision and strategy

The practice had a clear vision and credible strategy to provide high quality sustainable care.

	Y/N/Partial
The practice had a clear vision and set of values that prioritised quality and sustainability.	Y
There was a realistic strategy to achieve their priorities.	Y
The vision, values and strategy were developed in collaboration with staff, patients and external partners.	Y
Staff knew and understood the vision, values and strategy and their role in achieving them.	Y
Progress against delivery of the strategy was monitored.	Y

## Culture

**The practice had a culture which drove high quality sustainable care.**

	Y/N/Partial
There were arrangements to deal with any behaviour inconsistent with the vision and values.	Y
Staff reported that they felt able to raise concerns without fear of retribution.	Y
There was a strong emphasis on the safety and well-being of staff.	Y
There were systems to ensure compliance with the requirements of the duty of candour.	Y
The practice's speaking up policies were in line with the NHS Improvement Raising Concerns (Whistleblowing) Policy.	Y

Examples of feedback from staff or other evidence about working at the practice

Source	Feedback
Staff interviews	All staff we spoke with told us they felt very supported and valued in their work roles, and were given clear feedback regarding areas for professional development.

## Governance arrangements

**There were clear responsibilities, roles and systems of accountability to support good governance and management.**

	Y/N/Partial
There were governance structures and systems which were regularly reviewed.	Y
Staff were clear about their roles and responsibilities.	Y
There were appropriate governance arrangements with third parties.	Y

## Managing risks, issues and performance

**There were clear and effective processes for managing risks, issues and performance.**

	Y/N/Partial
There were comprehensive assurance systems which were regularly reviewed and improved.	Y
There were processes to manage performance.	Y
There was a systematic programme of clinical and internal audit.	Y
There were effective arrangements for identifying, managing and mitigating risks.	Y
A major incident plan was in place.	Y
Staff were trained in preparation for major incidents.	Y
When considering service developments or changes, the impact on quality and sustainability was assessed.	Y

## Appropriate and accurate information

**There was a demonstrated commitment to using data and information proactively to drive and support decision making.**

	Y/N/Partial
Staff used data to adjust and improve performance.	Y
Performance information was used to hold staff and management to account.	Y
Our inspection indicated that information was accurate, valid, reliable and timely.	Y
There were effective arrangements for identifying, managing and mitigating risks.	Y
Staff whose responsibilities included making statutory notifications understood what this entails.	Y

## Engagement with patients, the public, staff and external partners

**The practice involved the public, staff and external partners to sustain high quality and sustainable care.**

	Y/N/Partial
Patient views were acted on to improve services and culture.	Y
Staff views were reflected in the planning and delivery of services.	Y
The practice worked with stakeholders to build a shared view of challenges and of the needs of the population.	Y

### Feedback from Patient Participation Group.

Feedback
<p>The patient participation group (PPG) met monthly, and was supportive of the practice. Money raised by the PPG had funded a range of additional items to enhance patient care. These included a patient self check-in screen, a spirometer, and an ultrasound machine (used to estimate the rate of blood flow through blood vessels).</p> <p>When we spoke to members of the PPG, they told us they were very satisfied with the levels of care offered by clinical staff, and the help and support offered by reception staff. Positive comments from the PPG were consistent with feedback from other patients on the day of inspection, and from online sources.</p>

## Continuous improvement and innovation

**There were systems and processes for learning, continuous improvement and innovation.**

	Y/N/Partial
There was a strong focus on continuous learning and improvement.	Y1
Learning was shared effectively and used to make improvements.	Y2
<p>Explanation of any answers and additional evidence:</p> <p>The practice is registered as a training facility for GPs, and was assessed as 'Excellent' by the local education deanery, in 2017. There is currently one trainee at the practice, in their second year of basic specialty training.</p> <p>The practice shared learning with other local practices on diabetes care, and treatment of leg ulcers.</p>	

## 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 no statistical variation, 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 no statistical variation 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	No statistical variation	$-2 < Z < 2$
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.
- 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 uses a rules based approach for scoring, due to the distribution of the data. This indicator does not have a CCG 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:  
<https://www.cqc.org.uk/guidance-providers/gps/how-we-monitor-gp-practices>

## Glossary of terms used in the data.

- **COPD:** Chronic Obstructive Pulmonary Disease
- **PHE:** Public Health England
- **QOF:** Quality and Outcomes Framework
- **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.