

Care Quality Commission

Inspection Evidence Table

Sydenham Green Group Practice (1-549806034)

Inspection date: 08 December 2021

Responsive

Rating: Not rated

Access to the service

People were not always able to access care and treatment in a timely way.

	Y/N/Partial
Patients had timely access to appointments/treatment and action was taken to minimize the length of time people waited for care, treatment or advice	Partial
The practice offered a range of appointment types to suit different needs (e.g. face to face, telephone, online)	Yes
Patients were able to make appointments in a way which met their needs	Yes
There were systems in place to support patients who face communication barriers to access treatment	Yes
Patients with most urgent needs had their care and treatment prioritised	Yes
There was information available for patients to support them to understand how to access services (including on websites and telephone messages)	Yes
There were enough staff to provide appointments and prevent staff from working excessive hours	Yes
There were systems in place to monitor the quality of access and make improvements	Yes
Explanation of any answers and additional evidence: The practice was fully aware there were access issues and had tried to implement several strategies to improve things. This included: Phone system: <ul style="list-style-type: none">Installing a new phone system in 2020, working with the CCG in the upgrading of the phone system in order to address issues and improve patient access.Taking on feedback about the phone system the practice contacted the phone provider to investigate when issues occurred such as calls dropping out, tweaking the phone system so more patients could be queued. Redesigning the queue system messaging to allow patients to choose different options.	

- The provider told us they monitored calls daily, reviewing data from their live dashboard monitoring the number of calls received, call wait times, the length of time a call took, and abandoned calls, this was reviewed throughout the day.

Patient app:

- We saw evidence that the practice was promoting a borough-wide patient app, that patients could use to make appointments which freed up the phone lines Sydenham Green Group Practice had the most uptake of patients registered to this app in October 2021.
- Promoting a patient app, whereby patients would bypass the phonenumber and could book appointments two days in advance.
- Patients feedback regarding the app was “Useful and efficient service. Able to get an appointment unlike calling up first thing to your GP and being in a queue/ unable to secure an appointment. Received same day call back from GP through using the app”.

Website:

- Updating the practice website.
- The practice had an alert on their web page informing patients how busy they were prioritising coronavirus vaccinations and that GP appointments were only telephone or video unless a GP asked to see the patient face to face.

Appointments:

- Providing on the day appointments resulting in very low ‘did not attend’ (DNA) rates.
- The practice had a daily duty doctor, patients were offered telephone appointments initially and then face to face appointments as required.

Staffing:

- Recruiting more staff, this included a GP to provide more appointments and non-clinical staff to handle the phone line.
- Having more staff answering the phones during busier periods.
- The practice informed us that they had adequate numbers of staff to answer telephones, however they didn’t have enough appointments to meet patients demands.

Engagement with patients/other practice

- Speaking with other local practices to see how they managed access issues.
- The provider told us they listened to patient feedback and we saw evidence that issues with accessing appointments were discussed in bi-monthly Patient Participation Group meetings, patient access was a standard agenda item.
- Patients who had accessibility needs, such as hard of hearing or digitally excluded, were assisted to make appointments. Staff knew the patients and had highlights and alerts placed on records to inform and support.