

Care Quality Commission

Inspection Evidence Table

Open Door Health Limited (1-3775421311)

Inspection date: 7 December 2021

Overall, the practice remains rated as Good.

As only part of the responsive key question was inspected this area has not been rated.

Responsive

Rating: not rated

Access to the service

People were 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 | Y 1 |
| The practice offered a range of appointment types to suit different needs (e.g. face to face, telephone, online) | Y 2 |
| Patients were able to make appointments in a way which met their needs | Y3 |
| There were systems in place to support patients who face communication barriers to access treatment | Y |
| Patients with most urgent needs had their care and treatment prioritised | Y4 |
| There was information available for patients to support them to understand how to access services (including on websites and telephone messages) | Y5 6 7 |
| There were enough staff to provide appointments and prevent staff from working excessive hours | Y |
| There were systems in place to monitor the quality of access and make improvements | Y |
| Explanation of any answers and additional evidence: <ol style="list-style-type: none">1. Appointment requests were almost always accommodated on the same day. The practice had a very flexible approach to accommodate the particular needs of people. The practice were committed to supporting the Traveller Community and people were able to register at the practice without 'proof of address'.2. The practice had a range of appointment types for people offering both face to face appointments and telephone appointments depending on peoples preferences, the appropriate clinician needed and the appointment type. Home visits are undertaken when needed. | |

3. People could book appointments in advance or phone up on the day. People could also book appointments at the practice or online if they had the appropriate digital access.
4. People registered at this practice were the highest users of A and E in the area. The practice manager explained how they worked in partnership with other organisations with the aim of reducing this. They met with the NHS trust to discuss 'frequent attenders' and also sat on the urgent care board. There were also plans in place to set up nurse led clinics at the local homeless shelter. The practice manager also described the negative impact Infection Prevention and Control measures had on people, who were no longer able to spend time in the waiting area seeking informal support from the practice.
5. The website clearly explained which health care professionals could treat, advise and carry out procedures, stating that an appointment with a GP was not always necessary.
6. The practice had recently secured funding through commissioners to purchase mobile phones and sim cards for those people who were in need.
7. For those people who were digitally excluded a room was available at the practice to enable them to attend hospital appointments via zoom.

Outstanding Practice

The practice had recently won an award, Primary Care Networks, GP or Community Provider of the Year, at this year's Health Service Journal Awards.

The staff provided innovative solutions to meet the needs of people, for example, a number of services were provided on an outreach basis. Often the patients from underserved communities have multiple problems that can affect their physical and mental health – such as housing issues, debt, violence and can lead chaotic lives making attending fixed appointments difficult. To address this, Open Door had a well established outreach and flexible service provision, taking services out to those patients who would not attend the centre. Dedicated drop in days, for example, cervical screening clinics and blood pressure checks were held resulting in Open Door meeting targets across a range of measures during a challenging year.

The judges said of Open Door: *"the wider system can learn a lot from this team about how to deliver a remarkable service for a group of people seldom heard and more often than not underserved."*