

## Inspection Evidence Table

Kingsway Surgery

(1-9094905095)

Inspection Date: 17/11/2023

Date of data download: 03/11/2023

## Overall rating: Good

We carried out a comprehensive inspection at Kingsway Surgery on 21 November 2022 and we rated the service as 'good' for all five key questions and overall.

This assessment of the responsive key question was undertaken on 17 November 2023. Responsive assessments are remote focused reviews to help us understand what practices are doing to try to meet patient demand and the current experience of people who use these services and of providers. The responsive key question is now rated as 'requires improvement'. The service remains rated as 'good' overall.

We recognise the great and often innovative work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

## Context

The practice is based in South Woodham Ferrers in Essex and merged with another practice on the site in July 2021. The merger more than doubled the registered patient list size from approximately 7,000 to a patient list of approximately 14,000 patients. Information published by the Office for Health Improvement and Disparities shows that deprivation within the population group is 10 (10 out of 10). The higher the decile the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 1% Asian, 97% White, 2% Black, Mixed, and other.

## Responsive

## Rating: Requires improvement

At the last inspection, the Responsive key question was rated good. The practice has been rated requires improvement for providing responsive services following this assessment.

**Responding to and meeting people's needs****The practice organised and delivered services to meet patients' needs.**

	Y/N/Partial
The practice understood the needs of its local population and had developed services in response to those needs.	Y
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
There were arrangements in place for people who need translation services.	Y
The practice complied with the Accessible Information Standard.	Y
<p>Explanation of any answers and additional evidence:</p> <p>The practice website provided information for patients regarding how to book an appointment. The range of options included by telephone, by visiting the practice, by using the online consultation service and the on-line appointment system.</p> <p>Continuity of care was offered to patients where required or when patients requested consultations with specific clinicians.</p> <p>The practice was found to provide accessible services at the last inspection and assured us that this had not changed.</p> <p>Translation services were available to patients who required these and longer appointments were booked for patients who required the services of an interpreter.</p> <p>The provider was aware of the requirements to meet the 'Accessible information standards.' The patient record system was used to alert staff to any access requirement the patient had to help enable effective communication with the patient. Information was available in alternative languages and formats including easy read materials.</p>	

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
Appointments available:	
Monday	7.30am – 12.30pm and 1pm – 6.15pm
Tuesday	7.30am – 12.30pm and 1pm – 6.15pm
Wednesday	7.30am – 12.30pm and 1pm – 6.15pm
Thursday	7.30am – 12.30pm and 1pm – 6.15pm
Friday	7.30am – 12.30pm and 1pm – 6.15pm

#### Further information about how the practice is responding to the needs of their population

- Patients had a named GP who supported them in whatever setting they lived.
- The practice was responsive to the needs of older patients and offered home visits and urgent appointments for those with enhanced needs and complex medical issues.
- In recognition of the religious and cultural observances of some patients, the GP would respond quickly, often outside of normal working hours, to provide the necessary death certification to enable prompt burial in line with families' wishes when bereavement occurred.
- There was a medicines delivery service for housebound patients.
- The practice liaised regularly with the community services to discuss and manage the needs of patients with complex medical issues.
- Nurse appointments were available until 6pm Monday to Friday for school age children so that they did not need to miss school.
- All parents or guardians calling with concerns about a child were offered a same day appointment.
- The practice was open until 6.30pm from Monday to Friday. Pre-bookable appointments were also available to all patients at additional locations within the area, as the practice was a member of a primary care network. Appointments were available Monday to Friday from 6.30pm – 9pm and Saturday from 9am – 4.30pm.
- Patients who wished to change their name or pronoun were supported to do this and the practice did not request a gender recognition certificate.
- The practice was registered as a Veterans friendly practice.
- The practice had 2 social prescribers who were available to support and signpost patients as required.
- The practice was working towards becoming a dementia friendly practice.
- The practice held a register of patients living in vulnerable circumstances including homeless people, Travellers and those with a learning disability.
- People in vulnerable circumstances were easily able to register with the practice, including those with no fixed abode such as homeless people and Travellers.
- The practice adjusted the delivery of its services to meet the needs of patients with a learning disability.
- A quiet room was available for patients to wait in if the waiting room was uncomfortable for them.

#### 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 minimise the length of time people waited for care, treatment or advice.	P

The practice offered a range of appointment types to suit different needs (e.g. face to face, telephone, online).	Y
Patients were able to make appointments in a way which met their needs.	P
There were systems in place to support patients who face communication barriers to access treatment (including those who might be digitally excluded).	Y
Patients with most urgent needs had their care and treatment prioritised.	Y
There was information available for patients to support them to understand how to access services (including on websites and telephone messages).	Y
<p>Explanation of any answers and additional evidence:</p> <p>The practice had devised an action plan specific to the GP patient survey results, to make improvements. Patients had taken part in an improving access feedback survey in October 2023 and this identified where patients who telephoned the practice were directed after the call and if they had tried to reach the practice by other means prior to getting through. This was also completed with patients on a face to face basis in the practice. The survey identified that people were not using the online consultation platform in sufficient numbers and an outcome was to publicise these services more widely.</p> <p>The practice used an internet based telephone system to manage access and appointments and monthly reports relating to call numbers and time until appointment were available as part of this system. For example, one report detailed that there were more appointments available than demand in October 2023 as appointment utilisation was at 97%.</p> <p>The practice had 4 full-time equivalent GPs and 4.8 full time equivalent members of the nursing team. They had additional allied health care professionals to support the team and 2 social prescribers. The cohort of patients at the practice was deemed to prefer face to face appointments and in October 2023 there was approximately 1,400 face to face appointments delivered, as well as approximately 425 telephone consultations. The practice was focusing on utilising video consultation as a result of their improving access survey.</p> <p>Friends and family test responses were reviewed monthly at the practice. In October 2023 the practice received 347 friends and family survey results. 235 of these were very good, 76 were good, 18 neither good nor poor, 6 were poor and 12 were very poor. Concerns identified were regarding seeing a nurse practitioner not a GP, long wait in the waiting room and 1 was regarding the time taken to get through to the practice by phone. The practice were publicising and trialling a video consultation process to address this concern. Examples of positive comments received included, convenient appointment times, being seen on time, arriving late for an appointment but being fitted in, good customer service, professional and helpful staff team, not too long to wait on the phone, pleased with medicines reviews by phone.</p> <p>There was an on-call GP available each day whose appointments remained un-booked to be available for emergencies on the day. Urgent needs were directed to the on-call GP. The reception team would book a face-to-face appointment but would task the on-call GP if they had any clinical concerns.</p>	

### National GP Patient Survey results

Note: From July 2022, CCGs have been replaced with Sub Integrated Care Board Locations (SICBL) and CCG ODS codes have been retained as part of this.

Indicator	Practice	SICBL average	England	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 (01/01/2023 to 30/04/2023)	30.7%	N/A	49.6%	No statistical variation
The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment (01/01/2023 to 30/04/2023)	58.3%	49.5%	54.4%	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 (01/01/2023 to 30/04/2023)	45.4%	46.2%	52.8%	No statistical variation
The percentage of respondents to the GP patient survey who were satisfied with the appointment (or appointments) they were offered (01/01/2023 to 30/04/2023)	75.2%	72.6%	72.0%	No statistical variation

Any additional evidence or comments
<p>The practice received higher than local and national average scores for patient satisfaction in the national patient survey for questions about the overall experience of making an appointment and satisfaction with the appointment offered. The practice received lower than local and national average scores for patient experience of getting through to the practice by phone and their satisfaction with appointment times.</p> <p>The national GP patient survey data showed that access to the practice by phone had been on a downward trend since March 2021, when 73% of respondents were positive about their experience. In April 2022 42% of patients were positive. The practice told us that in July 2021 they had merged with another practice and their patient list size had doubled from 7,000 to almost 14,000 patients. They told us that there was only space in the building for 2 reception/admin staff on the front desk and 2 in a back office, meaning there were only 4 people able to answer the incoming calls.</p> <p>The practice told us that in 2021 they upgraded their telephone system to a cloud based system with 12 lines inbound and outbound, but that they hold the queue at 20 patient callers as there are only 4 people able to answer calls.</p> <p>An improving access patient survey was conducted by the practice between 1 and 6 October 2023. 523 patients took part by answering questionnaires. The practice had an action plan which included promoting online access and video consultation. Additionally, one of the nursing team was trialling video consultation starting at the beginning of December and if successful would offer 50 online consultations per day, 3 days each week.</p>

Source	Feedback
NHS.uk website (formerly NHS Choices)	No reviews or ratings since May 2022.
CQC	No complaints regarding access received.

	5 Give feedback on care responses received between 15 and 17 November 2023. 4 of these were positive regarding the sympathetic approach of the practice, the good variety of services and forward looking attitude. 1 was negative regarding difficulty making appointments within a reasonable time scale.
--	---

### 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.	8
Number of complaints we examined.	8
Number of complaints we examined that were satisfactorily handled in a timely way.	8
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 attended the practice wanting a referral to a specific clinic. The clinician spoken with was unaware of a change in the referral procedure.	The whole team were re-advised of the new procedure in place for these specific referrals. The patient was given a written apology and referred to clinic of their choice.