

Inspection Evidence Table

Warley Medical Centre

(1-568412042)

Inspection Date: 26 January 2024

Date of data download: 19/01/2024

Overall rating: Good

Responsive

**Rating: Requires
Improvement**

At our last inspection in 2019, we rated the practice as good for the provision of responsive services. At this assessment, we have now rated the practice as requires improvement for the responsive key question.

We recognise the pressure that practices are currently working under and the efforts staff are making to maintain levels of access for their patients. At the same time, our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. Although we saw the practice was attempting to improve access, this was not yet reflected in the GP patient survey data or other sources of patient feedback. Therefore, the rating is Requires Improvement, as ratings depend on evidence of impact and must reflect the lived experience that people were reporting at the time of inspection.

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
Explanation of any answers and additional evidence: <ul style="list-style-type: none">We found that the provider gathered information on patients needs so they were able to ensure they could meet their needs appropriately and the building was accessible.The provider ensured reception staff were trained to be able to gather information from patients when they were trying to access a GP to ensure patients were triaged appropriately.	

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	8am – 6.30pm
Tuesday	8am – 6.30pm
Wednesday	8am – 6.30pm
Thursday	8am – 6.30pm
Friday	8am – 6.30pm

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. Housebound patients who needed antibiotics urgently the same day were flagged up with staff and clinicians who liaised with community pharmacies to ensure that delivery was achieved the same day.
- The practice had regular MDT meetings involving the District Nurses, Health Visitors, Community Matron and Palliative Care nurses to discuss end of life care, complex elderly patients and any safeguarding concerns. In this way patient care was optimised due to multi-disciplinary approach.
- Additional nurse appointments were available until 6.30pm on a Tuesday-Friday for school age children so that they did not need to miss school. Nurse appointments were also available at Portway extended hours hub for our patients.
- All parents or guardians calling with concerns about a child were offered a same day appointment when necessary.
- The practice was open until 6.30pm on a Monday and Friday. Pre-bookable appointments were also available to all patients at additional locations within the area, as the practice was a member of a PCN. Appointments were available Mon-Fri 6.30pm-8pm and Sat 9am-5pm.
- 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 also had a Women's Aid centre in the area and they worked closely with them to register patients under a secure address.

The practice adjusted the delivery of its services to meet the needs of patients with a learning disability. Patients with a learning disability were regarded as vulnerable patients and staff ensured that they were provided a same day appointment as necessary. The practice had a learning disability register and ensured that they had annual reviews and care plans in place.

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
Explanation of any answers and additional evidence: <ul style="list-style-type: none"> Where patients needs were urgent, we found that the practice had systems in place to ensure patients could be seen quickly and prioritised over non urgent patients. The practice worked in partnership with the Patient Participation Group (PPG) and family and friends to improve patient access to care and treatment. We found patients were not all able to access appointments on a timely basis and in a way that met their needs. 	

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)	39.8%	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)	60.2%	44.3%	54.4%	No statistical variation
The percentage of respondents to the GP patient survey who were very satisfied or fairly satisfied with	48.2%	46.5%	52.8%	No statistical variation

their GP practice appointment times (01/01/2023 to 30/04/2023)				
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)	70.8%	65.9%	72.0%	No statistical variation

Any additional evidence or comments

We looked at the National GP Patient Survey data over recent years and found that access to the practice by telephone had been consistently below the national average and was on a downward trend from 2022 to 2023. In relation to overall experience of the appointment system, the practice had been above the local and national average since 2021 and was in between local and national averages. In relation to patient satisfaction with the appointment offered, the practice was above the local average, but had been on a downward trend since 2022, when they were above the local and national average.

In response to the survey results, the practice reviewed the data and put in place an action plan yearly to improve the results from the survey. Some of the areas the practice identified they would improve within their action plan were as follows:

- To make it easier for patients to get through on the telephone.
- To have appointment times to suit patients.
- To improve the appointment making process.
- To educate patients in regard to the different ways in which they could make an appointment.

The practice will need time to monitor the actions they have made recently to see how their actions have improved the patient experience over the coming year.

The practice carried out a monthly friends and family survey to monitor the improvements they had made and to amend their action plan as required. The December 2023 data results led to the practice putting in some actions to improve patient access when GP's were running late.

- The PPG chairperson told us they were happy with the actions the practice had taken, and were taking, to improve patient access and that patients were generally happy with the practice.

Source	Feedback
NHS.uk website (formerly NHS Choices)	There had been a number of positive responses from patients about the practice, however there were also a number of negative ones about patients poor experience when dealing with 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.	34
Number of complaints we examined.	34

Number of complaints we examined that were satisfactorily handled in a timely way.	34
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
Complaint was received from a patient concerned about the way their diabetic reviews, blood tests, blood pressure checks and other reviews were being managed. This led to their medicines being suspended. They felt they were being ignored and persecuted.	We found that the practice discussed the concerns raised in the complaint within their admin team meeting, and took action to make their processes more streamlined. Staff were being required moving forward to complete a number of checks before arranging patient's reviews, blood tests etc. This would stop the issues the patient had experienced in the complaint they made.