

Care Quality Commission

Inspection Evidence Table

Wolverhampton Road Surgery (1-581583252)

Inspection date: 9 December 2021

**Responsive
this inspection)**

Rating: Good (not rated at

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	Yes
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
On arrival at the practice at 11am the surgery doors were open, and patients were able to walk in. We observed no patients queuing for the receptionist. There was a patient being attended to and phone lines were manned and answered promptly and courteously, in an area adjacent to, but away from the reception desk. Seating in the waiting area was signed and well-spaced. There were same day appointments available and routine appointments were pre-bookable. There was availability for within one week of our inspection. In addition to same day appointments there were additional urgent care appointments for the same day. Home visits were available based on clinical need. Requests for these were triaged by a GP. The practice told us arrangements were in place for housebound patients to have a flu and Covid vaccine in their own home.	

The practice told us when patients telephoned the practice, they were encouraged to provide the receptionist with as much information as possible to ensure that they were given an appointment with the most appropriate clinician. Reception staff had been trained in care navigation and were able to signpost patients to alternative services for support, such as the local pharmacist or NHS 111 where appropriate.

The practice had a designated duty GP available each day providing urgent same day appointments. The number and type of appointments offered was dependent on the number of clinicians rostered to be available each day. Patients were offered a choice of appointments. Most appointments were either face-to-face or telephone consultations depending on clinical need and patient's own preference. If a patient requested a telephone consultation, they were offered an indicative time for the callback, e.g. morning or afternoon. The practice also had online access to a GP through the dedicated consult with your doctor online application Online Consult. This was for routine queries only and there were clear messages on the practice website to support this.

We saw information was available to enable patients to understand how to access the service. Information on what to do when the practice was closed was also available on the practice website. A range of online self-help resources was also available.

The practice monitored the national GP survey feedback and had been disappointed by some of the results regarding telephone access. In response to patient feedback the practice had moved to a cloud-based telephone system in June 2020. The practice had increased their telephone access from 6 incoming lines to a cloud service with 16 telephone lines and a visible monitoring system, with screens in both the answering and management areas. The practice had tried various queuing options and at the time of our inspection December 2021 was using six incoming calls as a queue. They showed us that if six calls were coming in the board changed to red and that other staff would support answering the phones. The practice had reviewed its busy times and taken steps to ensure that there were sufficient staff available to answer calls at those times. The new phone system included options to help people navigate through the queue quickly. At the time of inspection December 2021, the practice had not conducted a follow up patient survey for all these changes, however they informed us that this was planned for the January 2022.

The practice monitored the call numbers and we could see that numbers varied from week to week. On average the practice received around 680 calls per day although there were busier days recorded. The practice had a high level of confidence that they were getting calls back from people who discontinued their first calls or who had said they could not get through. Calls were recorded and the practice were able to identify any issues patients complained about and then resolved these. The practice had evidence that they used to receive up to 10 complaints about telephone access every three months and had not received one since updating their telephone system.

There were suitable arrangements in place for those patients that were digitally excluded. The practice was aware who these patients were and had systems in place to support them appropriately.

The practice is open between 7.30am and 7.30pm on Mondays and from 7.30am to 6.30pm Tuesday through to Friday. Appointments are available from 8.30am to 11.50am every morning and 2.00pm to 5.50pm daily.

Although the practice had sufficient staff to be clinically safe, they were actively reviewing staff skill mix at the time of our inspection in December 2021. The practice had plans to further increase same day appointments once they had recruited an additional paramedic or physician associate.