

Care Quality Commission

Inspection Evidence Table

Market Street Medical Practice (1-559031378)

Inspection date: 09 December 2021

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	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

Explanation of any answers and additional evidence:

- The practice is open from 7:30am until 6.30pm Monday to Friday, with telephone lines open from 8:00am. The electronic consultation service is open 24/7.
- The practice shared data which showed in 2021 they have offered 36,103 appointments, compared to 35,046 appointments offered in 2019.
- The practice provided flexibility in their offered appointments which included: electronic consultation, telephone appointments at a time that best suited the patient, and face to face appointments including pre-bookable face to face appointments with GPs and nurses. We reviewed the appointment system on the day of the inspection and noted there were pre-bookable appointments available to book for the following week.
- Data shown to us by the practice showed in 2021 between the 1st of January and the 1st of December, 59% of appointments were face to face. They also found that only 1.6% of patients requested a face to face appointment after they had completed an online consultation.

- Use of the electronic consultation service was encouraged, and where patients were unable to use the system, staff would complete the process for them. The practice found that by encouraging patients to use the system, GPs could review approximately 30 patients during a session compared to 15 if seeing patients face to face.
- The practice actively reviewed the appointment system to ensure the mix of appointments met demand, for example over the Christmas period having an increased number of book on the day appointment as opposed to pre-bookable.
- We saw evidence that there were sufficient same-day urgent appointments on top of electronic consultations and pre booked appointments. Where all the same-day appointments had been booked any further queries or emergency requests would be triaged by the duty GP.
- The practice could also secure appointments for their patients at alternative venues, through the extended hours service. This meant that patients could access care in their locality early mornings, late evenings and weekends.
- Home visits were offered to housebound patients and weekly proactive ward rounds were carried out with patients living in residential and nursing care homes.
- Adaptations to access were made for patients who needed assistance. For example:
 - Patients who do not speak English and interpretation services are used.
 - Patients with sensory impairments, for example those patients who are hard of hearing made active use of the electronic consultations for which the practice have received positive feedback from this patient group.
 - The practice has introduced a new GP assistant role. The GP assistant worked alongside GPs, sitting in on consultations where appropriate to support patients and enabled them to coordinate any follow up appointments, chase referrals and be a point of contact should patients have any queries. Initial analysis of the role showed positive impact for patients, but also freed up GP time to see more patients.
- The practice continue to look at how they can improve patients experience of the telephone system and have introduced a call back option for patients if they do not want to wait in the call queue, as well as use an email account which is reviewed twice a day. Data showed that changes implemented have reduced the average call wait time from 1.5 minutes in January 2021 to approximately 30 seconds in July 2021.
- The practice has continued to use the Friends and Family test to gather real time patients' feedback and data provided by the practice showed in October 2021 91% of patients would recommend the surgery.