

Care Quality Commission

Inspection Evidence Table

Crossfell Health Centre (1-538607871)

Inspection date: **6 April 2018**

Date of data download: 25 April 2018

Responsive

Responding to and meeting people's needs

Practice Opening Times	
Day	Time
Monday	08:30-18:00
Tuesday	08:30-18:00
Wednesday	08:30-18:00
Thursday	08:30-18:00
Friday	08:30-18:00
Saturday	07:45-13:15

Examples of feedback received from patients:

Source	Feedback
For example, NHS Choices	<ul style="list-style-type: none"><li data-bbox="395 389 1469 533">• The patient participation group carried out a survey which asked patients views about telephone access to the practice. 51 out of 55 patients surveyed felt that access to the telephones had improved since October 2017.

Any additional evidence

- The provider has made changes to the appointment system which has improved access for patients.
- Did not attend (DNA) rates for the month of March 2018, in comparison to October 2017 had reduced by almost 50%
- The provider has introduced a nine months closure to the patient list to reduce the pressure around access to care.
- Test results and prescriptions can now only be accessed via the telephone after 2pm (for results) and 4pm (for prescriptions) to reduce early morning pressure around telephone access.
- Since October, each GP has additional telephone slots available for consultation
- The provider has now reinstated GP pre-bookable appointments throughout the week. (Previously only offered on Saturdays).
- The patient participation group carried out a survey which asked patients views about telephone access to the practice.

Notes: CQC GP Insight

GP Insight assesses a practice's data against all the other practices in England. We assess relative performance for the majority of indicators using a z-score, a statistical tool which shows the deviation from the England average. It gives us a statistical measurement of a practice's performance in relation to the England average, and measures this in standard deviations. We calculate a z-score for each indicator, thereby highlighting the practices which significantly vary from the England average (in either a positive or negative direction). We consider that z-scores which are +2 or more or -2 or less are at significant levels, warranting further enquiry.

N.B. Not all indicators are part of the GP insight set and those that aren't will not have a variation band.

The following language is used for banding variation:

Significant variation (positive)

- Variation (positive)
- Comparable to other practices
- Variation (negative)
- Significant variation (negative)

Note: for the following indicators the variation bands are different:

- Child Immunisation indicators. These are scored against the World Health Organisation target of 95%.

It is important to note that z-scores are not a judgement in themselves, but will prompt further enquiry, as part of our ongoing monitoring of GP practices.

Guidance and Frequently Asked Questions on GP Insight can be found on the following link: <http://www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-gp-practices>