

Care Quality Commission

Inspection Evidence Table

Albert Road & Britannia Village Surgery (1-2116821146)

Inspection date: 26 June 2018

Date of data download: 13 June 2018

Caring

Kindness, respect and compassion

CQC comments cards	
Total comments cards received	33
Number of CQC comments received which were positive about the service	27
Number of comments cards received which were mixed about the service	6
Number of CQC comments received which were negative about the service	0

Examples of feedback received:

Source	Feedback
1. Comment cards and patients spoken to	Patients expressed staff were polite, helpful, and friendly. There were no overlapping themes in the less positive aspects of the mixed feedback comment and patients we spoke to expressed staff were caring.
2. Practice friends and family data.	Data collected during April and May 2018 reflecting responses from 125 patients showed 85% of patients would recommend the practice.
3. Practice staff role specific patient experiences survey.	The practice had conducted its own rolling survey since May 2018 to get patients feedback including feedback for specific roles such as nurses and GPs that was positive. The practice survey data showed of 61 patient's responses for feeling treated with care and concern by the GP, 98% responded as good or very good. Of 60 patient's responses for feeling listened to by the nurse, 97% responded as good or very good. Of 43 patient's responses for feeling treated with care and concern by the nurse, 98% responded as good or very good.
4. NHS Choices	The practice NHS Choices feedback was over four out of five stars and the practice had actively encouraged its patients to leave

feedback.

National GP Survey results

Practice population size	Surveys sent out	Surveys returned	Survey Response rate%	% of practice population
10,019	387	93	24.03%	4%

Indicator	Practice	CCG average	England average	England comparison
The percentage of respondents to the GP patient survey who stated that they would definitely or probably recommend their GP surgery to someone who has just moved to the local area (01/01/2017 to 31/03/2017)	69.8%	67.7%	78.9%	Comparable to other practices
The percentage of respondents to the GP patient survey who stated that the last time they saw or spoke to a GP, the GP was good or very good at listening to them (01/01/2017 to 31/03/2017)	80.9%	82.3%	88.8%	Comparable to other practices
The percentage of respondents to the GP patient survey who answered positively to question 22 "Did you have confidence and trust in the GP you saw or spoke to?" (01/01/2017 to 31/03/2017)	88.8%	90.6%	95.5%	Comparable to other practices
The percentage of respondents to the GP patient survey who stated that the last time they saw or spoke to a GP, the GP was good or very good at treating them with care and concern (01/01/2017 to 31/03/2017)	66.6%	77.1%	85.5%	Variation (negative)
The percentage of respondents to the GP patient survey who stated that the last time they saw or spoke to a nurse, the nurse was good or very good at listening to them (01/01/2017 to 31/03/2017)	80.2%	82.9%	91.4%	Variation (negative)
The percentage of respondents to the GP patient survey who stated that the last time they saw or spoke to a nurse, the nurse was good or very good at treating them with care and concern (01/01/2017 to 31/03/2017)	77.8%	81.0%	90.7%	Variation (negative)

Any additional evidence or comments

GP Patient Survey results that were published July 2017 reflected survey data collected January to March 2017 and contained some scores that were below average. However, this data was collected prior to our previous inspection 3 May 2017 and therefore does not reflect patient's experiences since 3 May 2017. The negative variation reflecting whether the nurse was good or very good at explaining tests and treatments had been addressed through the practice survey and discussions with relevant staff.

The practice had discussed lower GP Patient survey scores with staff to help raise their awareness and the importance of improving from patient's perspectives.

Question	Y/N
The practice carries out its own patient survey/patient feedback exercises.	Y

Date of exercise	Summary of results
May and June 2018	The practice patient survey results data collected May 2018 and June 2018 showed positive feedback for GPs and nurses across all standard GP patient survey questions.

Involvement in decisions about care and treatment

Examples of feedback received:

Source	Feedback
1. Comment cards and patients spoken to.	Patients expressed staff listened, were understanding and gave helpful information. There were no overlapping themes in the less positive aspects of the mixed feedback comment cards. Patients expressed they were involvement in decisions about their care and treatment.
2. Practice friends and family data.	An average of data collected during April and May 2018 showed an average of 85% of patients would recommend the practice.
3. Practice staff role specific patient experiences survey.	The practice had conducted its own rolling survey since May 2018 to get patients feedback including feedback for specific roles such as nurses and GPs that was positive. The practice survey data showed of 43 patient's responses for the nurse being good at explaining tests and treatments, 98% responded as good or very good.
4. NHS Choices.	The practice NHS Choices feedback was over four out of five stars and the practice had actively encouraged its patients to leave feedback

National GP Survey results

Indicator	Practice	CCG	England	England
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		average	average	comparison
The percentage of respondents to the GP patient survey who stated that the last time they saw or spoke to a GP, the GP was good or very good at explaining tests and treatments (01/01/2017 to 31/03/2017)	74.5%	79.4%	86.4%	Comparable to other practices
The percentage of respondents to the GP patient survey who stated that the last time they saw or spoke to a GP, the GP was good or very good at involving them in decisions about their care (01/01/2017 to 31/03/2017)	70.0%	73.8%	82.0%	Comparable to other practices
The percentage of respondents to the GP patient survey who stated that the last time they saw or spoke to a nurse, the nurse was good or very good at explaining tests and treatments (01/01/2017 to 31/03/2017)	74.1%	81.3%	89.9%	Variation (negative)
The percentage of respondents to the GP patient survey who stated that the last time they saw or spoke to a nurse, the nurse was good or very good at involving them in decisions about their care (01/01/2017 to 31/03/2017)	73.2%	77.0%	85.4%	Comparable to other practices

Any additional evidence or comments

Most of the practice scores were comparable to averages. The negative variation reflecting whether the nurse was good or very good at explaining tests and treatments had been addressed through the practice survey and discussions with relevant staff.

GP Patient Survey results that were published July 2017 reflected survey data collected January to March 2017 and contained some scores that were below average. However, this data was collected prior to our previous inspection 3 May 2017 and therefore does not reflect patient's experiences since 3 May 2017.

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>

Glossary of terms used in the data.

- **COPD:** Chronic Obstructive Pulmonary Disease
- **PHE:** Public Health England
- **QOF:** Quality and Outcomes Framework (see <https://qof.digital.nhs.uk/>).
- **RCP:** Royal College of Physicians.
- **STAR-PU:** Specific Therapeutic Group Age-sex weightings Related Prescribing Units. These weighting allow more accurate and meaningful comparisons within a specific therapeutic group by taking into account the types of people who will be receiving that treatment. ([See NHS Choices for more details](#)).