

Care Quality Commission

Inspection Evidence Table

Stockton Heath Medical Centre (1-571373360)

Inspection date: 26 July 2018

Date of data download: 25 July 2018

Please note: Any Quality Outcomes Framework (QOF) data relates to 2016/

Responsive

Responding to and meeting people's needs

Practice Opening Times	
Day	Time
Monday	8am-6.30pm
Tuesday	7.15am-6.30pm
Wednesday	7.15am-6.30pm
Thursday	7.15am-6.30pm
Friday	8am-6.30pm

Appointments available	
Variable	
Extended hours opening	
Not offered on the practice address	Extended opening hours were available to patients by a GP Extra system for evenings and weekend appointments at a location in the local area.

Home visits	Y/N
The practice had a system to assess whether a home visit was clinically necessary and the urgency of the need for medical attention	Yes
If yes, describe how this was done	
<p>There was a home visiting policy for staff to follow if a home visit was requested.</p> <p>There was a telephone triage system in place and home visits were made if necessary.</p>	

Timely access to the service

National GP Survey results

Practice population size	Surveys sent out	Surveys returned	Survey Response rate%	% of practice population
16,194	264	148	56.06%	1%

Indicator	Practice	CCG average	England average	England comparison
The percentage of respondents to the GP patient survey who were 'Very satisfied' or 'Fairly satisfied' with their GP practices opening hours. (01/01/2017 to 31/03/2017)	75.4%	77.2%	80.0%	Comparable to other practices
The percentage of respondents to the GP patient survey who gave a positive answer to "Generally, how easy is it to get through to someone at your GP surgery on the phone?" (01/01/2017 to 31/03/2017)	38.8%	61.1%	70.9%	Comparable to other practices
The percentage of respondents to the GP patient survey who stated that the last time they wanted to see or speak to a GP or nurse from their GP surgery they were able to get an appointment (01/01/2017 to 31/03/2017)	69.9%	73.4%	75.5%	Comparable to other practices
The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment (01/01/2017 to 31/03/2017)	67.6%	71.5%	72.7%	Comparable to other practices
Any additional evidence or comments				
<p>The week following the inspection there was a planned meeting with the practice manager, the GP partners and a company to discuss the possible implementation of a new updated telephone system. The intention is the system would improve the patient experience of calling the practice to make an appointment and text message reminders would be sent to patients to help reduce DNA's.</p>				

Examples of feedback received from patients:

Source	Feedback
Interviews with patients.	<p>Patients were positive about the care received but felt it was still difficult to get through to the practice first thing in the morning to make an appointment.</p> <p>One patient told us they did not have any issue with the appointment system.</p> <p>Emergency appointments were available on the day if needed.</p>

	<p>Brilliant surgery but appointment demand is high. Pre bookable appointments on line is much better</p>
PPG	<p>They felt the practice was open, honest and transparent. They felt the practice offered a caring, high quality service. They felt that the practice was a proactive service and since the last inspection had made improvements in access to the service and were continuing to make improvements.</p>
Practice own patient satisfaction questionnaire	<p>We saw patient satisfaction relating to the appointment system and increased since the last survey, undertaken by the practice, in October 2016.</p> <p>In October 2016 29.2% of patients were happy compared to 48% of patients being very satisfied and 31 % of patients being satisfied in the July 2018 survey.</p> <p>In a repeat survey undertaken by the practice in July 2018 97% of patients were happy with the treatment they received</p> <p>Some comments from the July 2018 survey were mixed. These ranged from, the appointment system was much improved and patients being more than satisfied with the service to, clinical care good but appointment system terrible.</p> <p>Overall the survey demonstrated that patient satisfaction had increased.</p>

DO NOT DELETE THE NOTES BELOW

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](#)).