

Care Quality Commission

Inspection Evidence Table

Peartree Surgery (1-2936967807)

Inspection date: 11 September 2018

Date of data download: 11 September 2018

Responsive

Timely access to the service

National GP Survey results

Practice population size	Surveys sent out	Surveys returned	Survey Response rate%	% of practice population
20860	288	112	38.9%	0.54%

Indicator	Practice	CCG average	England average	England comparison
The percentage of respondents to the GP patient survey who responded positively to how easy it was to get through to someone at their GP practice on the phone (01/01/2018 to 31/03/2018)	38.1%	63.5%	70.3%	Comparable with other practices
The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment (01/01/2018 to 31/03/2018)	40.8%	63.0%	68.6%	Variation (negative)
The percentage of respondents to the GP patient survey who were very satisfied or fairly satisfied with their GP practice appointment times (01/01/2018 to 31/03/2018)	39.8%	59.6%	65.9%	Variation (negative)
The percentage of respondents to the GP patient survey who were satisfied with the type of appointment (or appointments) they were offered (01/01/2018 to 31/03/2018)	65.2%	71.6%	74.4%	Comparable with other practices

Additional evidence or comments:

Results from the latest National GP Patient survey published August 2018, showed the practice was below the local Clinical Commissioning Group (CCG) and national averages in some areas. For example:

- 38% of patients said they find it easy to get through to this GP practice by phone compared to the CCG average of 64% and the national average of 70%.

Indicator	Practice	CCG average	England average	England comparison
<ul style="list-style-type: none"> 40% of patients said they are satisfied with the general practice appointment times available compared to the CCG average of 60% and the national average of 66%. 65% were satisfied with the type of appointment they were offered compared to the CCG average of 72% and the national average of 74%. 41% of patients describe their experience of making an appointment as good compared to the CCG average of 63% and the national average of 69%. <p>The practice monitored patient survey results and reviewed feedback directly from patients. Regular audits of the appointment booking system and busy periods were undertaken and the practice had implemented an improvement plan in February 2017. The practice had made several changes to the appointment and telephone system in order to improve patient experience.</p> <p>The practice work closely with their Patient Representation Group (PRG) to ensure access to the service was subjected to constant evaluation and improvement. For example, the PRG had worked with the reception staff and commenced an internal patient survey on 18 June 2018. Patient feedback was collected on an ongoing basis, from the main practice and branch surgery. The practice had received 189 responses to date, an average of 17 responses per week and approximately 1% of the practice population.</p> <p>The internal patient survey included eight questions which were selected from those of the National GP Patient Survey in order to offer comparison of results. A further four questions were included to understand the level of satisfaction with the call-back/triage process in place.</p> <p>The results from the internal patient survey had so far demonstrated:</p> <ul style="list-style-type: none"> 68% Satisfied with telephone access 90% Able to see/speak to someone at the surgery, last time they tried 89% Convenient appointment was provided 93% have used triage 90% satisfied (or very satisfied) with the outcome be it advice, prescription or appointment with GP, nurse or other. 				

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" (this tells us the number of standard deviations from the mean the data point is), giving us a statistical measurement of a practice's performance in relation to the England average. We highlight practices which significantly vary from the England average (in either a positive or negative direction). We consider that z-scores which are higher than +2 or lower than -2 are at significant levels, warranting further enquiry. Using this technique we can be 95% confident that the practices performance is genuinely different from the average. It is important to note that a number of factors can affect the Z score for a practice, for example a small denominator or the distribution of the data. This means that there will be cases where a practice's data looks quite different to the average, but still shows as comparable, as we do not have enough confidence that the difference is genuine. There may also be cases where a practice's data looks similar across two indicators, but they are in different variation bands.

The percentage of practices which show variation depends on the distribution of the data for each indicator, but is typically around 10-15% of practices. The practices which are not showing significant statistical variation are labelled as comparable to other practices.

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

The following language is used for showing variation:

	Variation Band	Z-score threshold
1	Significant variation (positive)	$Z \leq -3$
2	Variation (positive)	$-3 < Z \leq -2$
3	Comparable to other practices	$-2 < Z < 2$
4	Variation (negative)	$2 \leq Z < 3$
5	Significant variation (negative)	$Z \geq 3$
6	No data	Null

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

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

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 mo](#)