

Care Quality Commission

Inspection Evidence Table

Stowhealth (1-545937203)

Inspection date: 19 June 2019

Date of data download: 12 June 2019

Overall rating: Good

Safe

Rating: Good

Information to deliver safe care and treatment

Staff had the information they needed to deliver safe care and treatment.

	Y/N/Partial
There was a system for processing information relating to new patients including the summarising of new patient notes.	Y
Explanation of any answers and additional evidence: The practice had improved their system for ensuring patient's notes were summarised in a timely way. Since our previous inspection, the practice had acted, and summarised patients records which had been received by the practice in 2017. At this inspection, there were 259 patient records to be summarised; these had been received by the practice within the past 16 weeks. The practice had a policy in place for summarising and although we saw evidence of quality assurance of the summarising process, these arrangements were not included in the policy. Summarising audits were completed by a trained summariser on a quarterly basis. Identified issues were acted on to ensure summarising was accurate. However, these actions were not documented clearly as having been completed.	

Appropriate and safe use of medicines

The practice had systems for the appropriate and safe use of medicines, including medicines optimisation.

Medicines management	Y/N/Partial
Vaccines were appropriately stored, monitored and transported in line with PHE guidance to ensure they remained safe and effective.	Y
Explanation of any answers and additional evidence: The practice had written and implemented a detailed standard operating procedure for monitoring and recording of refrigerator temperatures. This detailed clear lines of reporting and accountability, action to be taken if temperatures were out of range and documentation of actions taken. They had purchased data loggers for each refrigerator and these were downloaded monthly, or if the temperature went out of the recommended range, so this could be investigated, and appropriate action taken and documented.	

Medicines management	Y/N/Partial
<p>Vaccines were stored appropriately within refrigerators in the treatment rooms and records demonstrated they were always maintained within the recommend temperature range. Staff had protected time to undertake refrigerator temperature monitoring; this was completed and documented daily. Staff knew actions to take if a refrigerator temperature had gone out of range.</p>	

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 no statistical variation, 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 no statistical variation 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 Bands	Z-score threshold
Significant variation (positive)	≤ -3
Variation (positive)	> -3 and ≤ -2
Tending towards variation (positive)	> -2 and ≤ -1.5
No statistical variation	< 1.5 and > -1.5
Tending towards variation (negative)	≥ 1.5 and < 2
Variation (negative)	≥ 2 and < 3
Significant variation (negative)	≥ 3

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.
- 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 uses a rules based approach for scoring, due to the distribution of the data. This indicator does not have a CCG 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:
<https://www.cqc.org.uk/guidance-providers/gps/how-we-monitor-gp-practices>

Glossary of terms used in the data.

- **COPD:** Chronic Obstructive Pulmonary Disease
- **PHE:** Public Health England
- **QOF:** Quality and Outcomes Framework
- **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.