

# Care Quality Commission

## Inspection Evidence Table

### Stanhope Surgery (1-3486142854)

Inspection date: 22 May 2019

Date of data download: 24 May 2019

## Overall rating: Good

### Responsive

### Rating: Good

At our previous inspection on 12 April 2018, we rated the practice, and all the population groups, as requires improvement for providing responsive services because:

- The results from the National GP Patient Survey published in July 2017, showed the practice's performance in how patients could access care and treatment was below local and national averages.

At our inspection on 22 May 2019, we found the practice had taken steps to make the required improvements. The practice is now rated as good for providing responsive services, including all the population groups.

#### Timely access to the service

### People were able to access care and treatment in a timely way.

National GP Survey results

Practice population size	Surveys sent out	Surveys returned	Survey Response rate%	% of practice population
6,496	330	113	34.2%	1.74%

Indicator	Practice	CCG average	England average	England comparison
The percentage of respondents to the GP patient survey who stated that at their last general practice appointment, their needs were met (01/01/2018 to 31/03/2018)	93.3%	94.1%	94.8%	No statistical variation

	Y/N/Partial
Patients with urgent needs had their care prioritised.	Y
The practice had a system to assess whether a home visit was clinically necessary and the urgency of the need for medical attention.	Y
Appointments, care and treatment were only cancelled or delayed when absolutely necessary.	Y

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)	47.4%	N/A	70.3%	Variation (negative)
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)	56.6%	63.1%	68.6%	No statistical variation
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)	54.7%	59.6%	65.9%	No statistical variation
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)	56.3%	71.6%	74.4%	Tending towards variation (negative)

### Any additional evidence or comments

The results from the latest National GP Patient Survey published in January 2019, showed an improvement in patient scores when compared with the National GP Patient Survey results published at the time of our previous inspection in April 2018.

For example, 47% of patients responded positively to how easy it was to get through to someone at their GP practice on the phone. This was an improvement of 7% when compared with the results at the time of our previous inspection in April 2018.

The number of patients who responded positively to the overall experience of making an appointment had improved by 9% when compared with the results at the time of our previous inspection in April 2018.

Following our previous inspection in April 2018, the practice had taken a number of steps to improve patient access and the patient experience. The practice had increased the number of appointments available and had also introduced a telephone triage service and sit and wait walk-in clinics three times a week.

From January 2019, patients were able to attend the practice between 9:30am and 12pm on Mondays,

Wednesdays and Fridays. All patients were required to complete a short form stating the reason why they wanted to see a GP. All forms were assessed and triaged by one of the GPs, and each patient received an urgent or routine appointment. The practice offered between 15 and 20 appointment slots per session and allowed for additional appointment slots if there was an urgent need.

The practice undertook an internal patient survey over two weeks in February 2019. The practice survey questions were comparable with the National GP Patient Survey questions. The practice had received 93 responses to the survey. Patient feedback demonstrated that the practice had improved their performance in a number of areas, for example:

- 70% of patients said they found it easy to get through to the practice by phone. This was in line with the local and national average.
- 58% were able to get an appointment the last time they tried. This was 13% above the latest National GP Patient Survey results for this practice and in line with the local average of 57% and national average of 62%.
- All of the patients who responded said that the last appointment they had was convenient.
- 78% of patients described their experience of making an appointment as good. This was 21% above the latest National GP Patient Survey results and above the local average of 63% and national average of 69%.
- 87% of patients said they were satisfied with the practice's opening hours.
- 87% described their overall experience of the practice as good. This was 18% above the latest National GP Patient Survey results and in line with the local average of 81% and national average of 84%.

The practice had continued to provide extended opening hours between 6.30pm and 7.30pm on Mondays and Wednesdays. One of the practice nurses offered additional appointments between 6.30pm and 7pm on Mondays. The practice also offered additional appointments one Saturday every two months between 10am and 12pm.

Additional appointments were also available to all patients at a GP practice in the local area daily, as the practice was a member of a GP federation. Appointments were available from 6.30pm to 8pm weekdays and from 9am to 1pm on Saturdays and Sundays.

Source	Feedback
CQC comment cards.	We received 15 CQC comments cards. Patients' feedback was positive about access to care and treatment.

## 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 practice's 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)	$\leq -3$
Variation (positive)	$> -3$ and $\leq -2$
Tending towards variation (positive)	$> -2$ and $\leq -1.5$
No statistical variation	$< 1.5$ and $> -1.5$
Tending towards variation (negative)	$\geq 1.5$ and $< 2$
Variation (negative)	$\geq 2$ and $< 3$
Significant variation (negative)	$\geq 3$

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.