

Care Quality Commission

Inspection Evidence Table

Kings Cross Surgery (1-2295776466)

Inspection date: 16 September 2020

Date of data download: 09 September 2020

Overall rating: Good

We carried out a comprehensive inspection of Kings Cross Surgery in May 2017 when we rated the provider as Good overall. Specifically, we found the practice to be Good for Safe, Effective, Responsive and Well-led services and Requires Improvement for providing Caring services.

On 16 September 2020 we carried out a desktop review of evidence supplied to us by the practice. The evidence provided offered us assurance the practice was compliant with the regulations and we have now rated the practice as Good for providing Caring services.

Please note: Any Quality Outcomes Framework (QOF) data relates to 2019/20.

Caring

Rating: Good

When we last inspected the practice in May 2017, we rated it as Requires Improvement for providing Caring services, because:

- The practices GP patient survey results were in some areas below national averages;

At this inspection we rated the practice as good for providing caring services because:

- The practice had developed and implemented an App (computer application) to improve patient access. This had been implemented shortly before the onset of the 2020 Covid-19 pandemic.
- Its own patient survey, received almost nine times as many responses as the national GP patient survey and showed higher levels of patient satisfaction.
- Comments received about the practice on the NHS Choices website showed patients had high levels of satisfaction with appointments with clinicians at the practice.

National GP Survey results

Indicator	Practice	CCG average	England average	England comparison
The percentage of respondents to the GP patient survey who stated that the last time they had a general practice appointment, the healthcare professional was good or very good at listening to them (01/01/2020 to 31/03/2020)	76.6%	86.7%	88.5%	Tending towards variation (negative)
The percentage of respondents to the GP patient survey who stated that the last time they had a general practice appointment, the healthcare professional was good or very good at treating them with care and concern (01/01/2020 to 31/03/2020)	73.4%	84.3%	87.0%	Variation (negative)
The percentage of respondents to the GP patient survey who stated that during their last GP appointment they had confidence and trust in the healthcare professional they saw or spoke to (01/01/2020 to 31/03/2020)	78.0%	93.9%	95.3%	Significant Variation (negative)
The percentage of respondents to the GP patient survey who responded positively to the overall experience of their GP practice (01/01/2020 to 31/03/2020)	75.9%	79.1%	81.8%	No statistical variation

Any additional evidence or comments

During our inspection in May 2017 we found the results from the national GP patient survey showed patients felt they were treated with compassion, dignity and respect. However, the practice was sometimes below average for its satisfaction scores on consultations with GPs and nurses. For example:

- 80% of patients said the GP was good at listening to them compared with the CCG average of 87% and the national average of 89%.
- 86% of patients said the nurse was good at listening to them compared with the CCG average of 87% and the national average of 91%.
- 73% of patients said the last GP they spoke to was good at treating them with care and concern compared to the CCG average of 83% and the national average of 85%.
- 82% of patients said the last nurse they spoke to was good at treating them with care and concern compared to the CCG average of 86% and the national average of 91%.
- 83% of patients said they had confidence and trust in the last GP they saw compared to the CCG average of 90% and the national average of 95%.
- 96% of patients said they had confidence and trust in the last nurse they saw compared with the CCG average of 96% and the national average of 97%.

The national GP Patient Survey subsequently changed the indicators of patient satisfaction it recorded, as set out in the table above. Accordingly, a direct comparison with the above earlier indicators was

not possible. However, review of the above table, for the 2020 survey, showed patient satisfaction remained below local and national averages for some indicators. For example:

- 77% of respondents to the 2020 GP patient survey stated that the last time they had a general practice appointment, the healthcare professional was good or very good at listening to them, compared to a local average of 87%, and a national average of 89%.
- 73% of respondents to the 2020 GP patient survey who stated that the last time they had a general practice appointment, the healthcare professional was good or very good at treating them with care and concern, compared to a local average of 84%, and a national average of 87%.
- 78% of respondents to the GP patient survey who stated that during their last GP appointment they had confidence and trust in the healthcare professional they saw or spoke to, compared to a local average of 94%, and a national average of 95%.

The practice ran its own patient survey (receiving an average of 370 responses to each question (over 5% of the practice population), compared to 42 responses (0.6% of the practice population) to the questions asked in the National GP Patient Survey) for the period 2019-20 showed higher levels of patient satisfaction, for example:

- 83% of respondents to the practice's patient survey stated, the last time they had a general practice appointment, the healthcare professional was good or very good at listening to them.
- 84% of respondents to the practice's patient survey stated, the last time they had a general practice appointment, the healthcare professional was good or very good at treating them with care and concern.
- 84% of respondents to the practice's patient survey stated during their last GP appointment they had confidence and trust in the healthcare professional they saw or spoke to.

The practice told us:

- Its own patient 2019-20 survey received almost nine times as many responses as the national GP patient survey, giving a clearer indication of patients' opinions.
- The National GP patient survey results were discussed every year during team meetings. This had enabled the practice to develop innovative ways to improve.
- It had created an online application (app) to improve patient access. The app, named DRIQ, was launched in November 2019. It enabled patients to book appointments, request prescription medicines, and to have online consultations. The app was monitored seven days a week between 8.00am – 8.00pm with access to GPs and other clinicians throughout the period every day.
- Patients received a response within one hour to any query or request made within the app operating hours.
- At the time of inspection, 37% of patients were registered to use the app, and the practice continued to actively promote the app to patients with posters on display and leaflets and cards available in the practice.
- The practice employed a multidisciplinary team, all working together, to improve patient access and care. The team included five GPs working a combination of full and part-time, a prescribing pharmacist, physician's assistant, practice nurse and a healthcare assistant.
- The DRIQ app had been introduced very shortly before the onset of the Covid-19 pandemic. Accordingly, many patients were not yet aware of it or the benefits in access to care it provided.

We saw on the NHS Choices website the practice had received comments from seven service users within the preceding 12 months, with an average rating of five stars (out of a possible five). Comments received referred to: satisfaction with the way clinicians listened to patients concerns; clinicians provided outstanding levels of care; and the practice responded quickly to any issues raised by service users.

CQC was conscious the national GP patient survey 2020 ran during the onset of the 2020 Covid-19 pandemic and into the initial lockdown period, putting considerable strain on all GP practices and resulting in patients experiencing increased difficulty in obtaining appointments. This may have to a lower response rate and greater expression of patient dissatisfaction.

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

National GP Survey results

Indicator	Practice	CCG average	England average	England comparison
The percentage of respondents to the GP patient survey who stated that during their last GP appointment they were involved as much as they wanted to be in decisions about their care and treatment (01/01/2020 to 31/03/2020)	82.3%	91.5%	93.0%	Variation (negative)

Any additional evidence or comments

During our inspection in May 2017 we found the results from the national GP patient survey showed patients felt they were treated with compassion, dignity and respect. However, the practice was sometimes below average for its satisfaction scores on consultations with GPs and nurses. For example:

- 67% of patients said the last GP they saw was good at involving them in decisions about their care compared to a local and national average of 82%.

The National GP Patient survey 2020 found some improvement, as set out in the table above: with 82% of patients stated during their last GP appointment they were involved as much as they wanted to be in decisions about their care and treatment, compared to a local average of 92% and a national average of 93%.

The results from its own patient survey, which ran during 2019-20, showed higher levels of patient satisfaction, for example:

- 88% of respondents to the practice's patient survey stated that during their last general practice appointment they were involved as much as they wanted to be in decisions about their care and treatment.

The practice told us:

- The practice's own 2019 -20 patient survey results were based on an average of 370 responses (over 5% of the practice population), compared to 42 responses (0.6% of the practice population) to the questions asked in the National GP Patient Survey.
- In November 2019, it had launched its DRIQ app which improved patient access. This had, in turn, freed up appointments with GPs and nurses.
- Patients who needed them were able to obtain longer appointments to more fully review their issues, and practice staff were aware which patients needed longer appointments and proactively offered these.
- At the time of inspection, 37% of patients were registered to use the app, and the practice continued to actively promote the app to patients with posters on display and leaflets and cards available in the practice.
- The DRIQ app had been introduced very shortly before the onset of the Covid-19 pandemic. Accordingly, many patients were not yet aware of it or the benefits it provided in access to care.

The national GP patient survey 2020 ran during the onset of the Covid-19 pandemic and into the initial lockdown period, putting considerable strain on all GP practices and resulting in increased patient difficulty in obtaining appointments, potentially, contributing to a lower response rate and more patient dissatisfaction.

The seven NHS Choices comments received by the practice within the last 12 months showed patients were very satisfied with the level of care they received.

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. Note that practices that have "Met 90% minimum" have not met the WHO target of 95%.
- 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.
- The percentage of women eligible for cervical cancer screening at a given point in time who were screened adequately within a specified period (within 3.5 years for women aged 25 to 49, and within 5.5 years for women aged 50 to 64). This indicator does not have a CCG average and is scored against the national target of 80%.

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>

Note: The CQC GP Evidence Table uses the most recent validated and publicly available data. In some cases at the time of inspection this data may be relatively old. If during the inspection the practice has provided any more recent data, this can be considered by the inspector. However, it should be noted that any data provided by the practice will be unvalidated and is not directly comparable to the published data. This has been taken into account during the inspection process.

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.