

# Care Quality Commission

## Inspection Evidence Table

### Old Road West Surgery (1-3642832586)

Review date: 26 May 2021

Date of data download: 12 May 2021

**Overall rating: Good**

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

## Caring

## Rating: Good

We rated the practice as Good for providing caring services because the provider had taken action and results from the national GP patient survey published in July 2020 demonstrated improvement in patient satisfaction with services provided at Old Road West Surgery. Only two results now required further improvement.

### National GP Patient 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)	73.9%	86.4%	88.5%	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)	69.9%	85.4%	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)	95.7%	94.9%	95.3%	No statistical variation
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)	68.7%	78.5%	81.8%	No statistical variation
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)	94.9%	92.6%	93.0%	No statistical variation
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 (01/01/2020 to 31/03/2020)	47.4%	N/A	65.2%	No statistical variation
The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment (01/01/2020 to 31/03/2020)	59.1%	60.6%	65.5%	No statistical variation

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 practice appointment times (01/01/2020 to 31/03/2020)	50.1%	59.2%	63.0%	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 (01/01/2020 to 31/03/2020)	69.1%	69.9%	72.7%	No statistical variation

### Any additional evidence or comments

During our inspection in January 2020 we found that some of the national GP patient survey results published in 2019 were below local Clinical Commissioning Group (CCG) and England averages.

At our review in May 2021 staff told us that action had been taken and was on-going to help improve patient satisfaction with services provided Old Road West Surgery. For example:

- A new telephony system had been installed. This system placed incoming telephone calls in order of the time the call was received by the practice for staff to answer in turn. It also enabled the practice to simultaneously take incoming telephone calls whilst clinical staff were making outgoing telephone calls.
- The provider had revised the appointment booking system. Patients could now telephone at either 8.30am or 12.30pm to make an appointment.
- Additional staff had been employed (a clinical pharmacist) and more staff had been recruited (two salaried GPs and one paramedic) and were due to start work at the practice imminently. This had and would continue to increase the number of appointments available to help meet patients' needs.
- Results of the national GP patient survey were discussed at staff meetings to increase staff awareness and enable them to make necessary improvements.

National GP patient survey results published in July 2020 showed the following improvements to patient satisfaction with services provided by Old Road West Surgery:

- The percentage of respondents to the GP patient survey who responded positively to the overall experience of their GP practice had improved from 66.1% to 68.7%. This was now in line with the CCG average of 78.5% and the England average of 81.8%.
- The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment had improved from 48.1% to 59.1%. This was now in line with the CCG average of 60.6% and the England average of 65.5%.
- The percentage of respondents to the GP patient survey who were very satisfied or fairly satisfied with their GP practice appointment times had improved from 41.1% to 50.1%. This was now in line with the CCG average of 59.2% and the England average of 63%.
- 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 had improved from 66.8% to 69.9%. However, this was still below the CCG average of 85.4% and England average 87%.

Only one result from the national GP patient survey published in July 2020 had deteriorated and remained below local and national averages:

- 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 was 79% (CCG average 84.8% and England average 88.9%).

## 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)	$\leq -3$
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. 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.
- **\*PCA:** Personalised Care Adjustment. This replaces the QOF Exceptions previously used in the Evidence Table (see [GMS QOF Framework](#) ).
- ‰ = per thousand.