

The Haymarket Health Centre

Inspection report

Haymarket Health Centre, Dunning Street
Tunstall
Stoke On Trent
Staffordshire
ST6 5BE
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good



Are services responsive?

Good



Overall summary

We previously carried out an announced comprehensive inspection at The Haymarket Health Centre on 11 January 2017. The overall rating for the practice was inadequate with inadequate for providing safe and well-led services, and requires improvement for providing effective, caring and responsive services. As a result, the service was placed into special measures and we issued a warning notice in relation to a breach in Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2014: Good

Governance. We undertook an announced focused inspection on 3 July 2017 to follow up on the warning notice. We found that the provider had met the legal requirements of the warning notice. Following a period of special measures, we carried out an announced comprehensive inspection on 28 September 2017. Overall the practice was rated as good with requires improvement in providing responsive services and taken out of special measures. All of these reports can be found by selecting the 'all reports' link for The Haymarket Health Centre on our website at www.cqc.org.uk.

This inspection was an announced desk-based inspection carried out on 4 September 2018 to confirm that the practice had implemented recommendations identified in our previous inspection on 28 September 2017. This report covers our findings in relation to those requirements.

Overall the practice is now rated as good and good for providing responsive services.

Our key findings were as follows:

- The practice had carried out an extensive analysis of calls made to the practice. Systems and processes to improve patient telephone access to appointments had been established however national data showed that patient satisfaction remained low.
- Information about the practice's complaints procedure was readily accessible to patients.

Additional improvements had also been made since our last inspection;

- There was a system in place to regularly analyse significant events to identify any common trends, maximise learning and help mitigate further errors.
- Visitors to the practice were briefed on the fire safety procedures and systems were in place to monitor and prevent obstructions to fire doors.

We saw one area of outstanding practice:

- To support patients who lived in the Longton area to access appointments at the practice's central access hub on Saturday mornings, the provider had sub-contracted a shuttle coach service, free of charge, for these patients.

In addition the provider should:

- Consider additional ways of raising patient awareness of the types of appointments available and how patients are signposted to the most effective service to meet their needs.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

| | |
|--|---|
| Older people | Good  |
| People with long-term conditions | Good  |
| Families, children and young people | Good  |
| Working age people (including those recently retired and students) | Good  |
| People whose circumstances may make them vulnerable | Good  |
| People experiencing poor mental health (including people with dementia) | Good  |

Our inspection team

Our inspection team included a Care Quality Commission (CQC) lead inspector.

Background to The Haymarket Health Centre

The Haymarket Health Centre is registered with the Care Quality Commission (CQC) as a partnership provider. We previously carried out an announced comprehensive inspection at the practice on 11 January 2017. The overall rating for the practice was inadequate with inadequate for providing safe and well-led services, and requires improvement ratings for providing effective, caring and responsive services. As a result, the service was placed into special measures and we issued a warning notice in relation to a breach in Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2014: Good Governance. We undertook an announced focused inspection on 3 July 2017 to follow up on the warning notice. We found that the provider had met the legal requirements of the warning notice. Following a period of special measures, we carried out an announced comprehensive inspection on 28 September 2017. Overall the practice was rated as good with requires improvement in providing responsive services and taken out of special measures. All of these reports can be found by selecting the 'all reports' link for The Haymarket Health Centre on our website at www.cqc.org.uk.

The practice holds a General Medical Services (GMS) contract with NHS England and is part of the NHS Stoke-On-Trent Clinical Commissioning Group (CCG). A

GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract. The practice delivers services from two locations:

- The Haymarket Health Centre, Dunning Street, Tunstall, Stoke-On-Trent, Staffordshire, ST6 5BE.
- Longton Health Centre, Drayton Road, Longton, Stoke-on-Trent, ST3 1EQ.

We did not visit either of these locations during in this inspection but reviewed the information forwarded to us by the provider.

The practice is in an area of high deprivation being in the first most deprived decile in the country. The practice age distribution is in line with the national and CCG average. The practice has a higher percentage of patients with a long-standing health condition which could mean increased demand for GP services. At the time of the inspection the practice had 13,790 registered patients.

The practice is operated by the GPs of a practice which is situated approximately four miles away. The aim of the collaboration is to facilitate cross site working. Shared policies and procedures have been implemented enabling staff to access information technology and training facilities at both sites.

The practice staffing comprises:

- One business partner
- Five GP partners (four male and one female)
- Four salaried GPs (two male and two female)
- A locum GP (male)
- A prescribing pharmacist and a pharmacy technician
- Four advanced nurse practitioners, four nurse practitioners, three practice nurses and six health care assistants
- Eight managers
- A team of 32 administrative staff including receptionists and call handlers.

GP telephone consultations are available for patients who are unable to attend the practice within normal opening hours. During the out-of-hours period services are provided by Staffordshire Doctors Urgent Care, patients access this service by calling NHS 111.

The practice offers a range of services for example, immunisations for children, child development checks, travel vaccinations, lifestyle advice and management of long term conditions such as diabetes. Further details can be found by accessing the practice's website at www.haymarkethealthcentre.co.uk

Are services responsive to people's needs?

At our previous inspection on 28 September 2017, we rated the practice as requires improvement for providing responsive services. This was because:

- Effective systems and processes to improve patient telephone access to appointments had not been established.
- Information about the practice's complaints procedure was not readily accessible to patients.

These arrangements had improved when we undertook a desk-based follow up inspection on 4 September 2018. The practice is now rated as good for providing responsive services.

Timely access to the service

The practice had carried out an extensive analysis of patient calls made to the practice. Systems and processes to improve patient telephone access to appointments had been made in response to these findings. For example, calls were redirected to a main call centre, a call handling system had been purchased, acute on the day appointments had been introduced and skype consultations were available for patients living in nursing homes. Call handling staff had been trained to direct patients to the most effective service to meet their needs.

Patients could also book appointments on line and telephone consultations were available. A central access hub at The Haymarket Health Centre had been established to provide additional access to a range of appointments on Saturday mornings. To support patients who lived near the branch practice in Longton to access the hub, the provider had sub-contracted a shuttle coach service, free of charge, for these patients.

Comparison of data between 2017 and 2018 demonstrated that complaints to the Care Quality Commission and NHS Choices, in relation to patient satisfaction with telephone access to appointments, had significantly reduced. This was supported by the practice's own internal survey. However, the national GP patient survey showed that patient experience of making an appointment and telephone access remained low. Of note, the survey methodology changed in 2018 therefore we cannot be sure that any change in scores was due to the change in methodology, or a genuine change in patient experience.

Listening and learning from concerns and complaints

Information about the practice's complaints procedure was readily accessible to patients both within the practice and on their website.