

# Balderton Primary Care Centre

## Inspection report

Lowfield Lane  
Balderton  
Newark  
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NG24 3HJ  
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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 carried out an announced comprehensive inspection at Balderton Primary Care Centre on 14 June 2017. The overall rating for the practice was 'Good', but the practice was rated 'Requires Improvement' for providing responsive services. The full comprehensive report on the June 2017 inspection can be found by selecting the 'all reports' link for Balderton Primary Care Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based follow up review carried out on 12 September 2018 to review actions taken by the practice since our previous inspection in June 2017. This report covers our findings in relation to actions taken by the practice since our last inspection in the area of 'Responsive' and other areas for improvement which we had identified at the June 2017 inspection.

Overall the practice remains rated as 'Good'. The practice is now also rated 'Good' for providing responsive services.

Our key findings were as follows:

- The practice had reviewed and improved their skill mix of staff to ensure continuity of care for patients.
- The practice had continued to review and improve access to appointments.
- The practice had continued to monitor and act upon patient experience to drive service improvement.

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## Population group ratings

## Our inspection team

Our inspection team was led by a CQC Lead Inspector.

## Background to Balderton Primary Care Centre

Balderton Primary Care Centre provides primary care medical services to approximately 5500 patients via an alternative provider medical services (APMS) contract commissioned by NHS England, and Newark and Sherwood clinical commissioning group.

The regulated activities take place at Balderton Primary Care Centre, Lowfield lane, Balderton, Newark NG24 3HJ. The practice operates from a purpose built premise shared with other health services. All patient services are provided on the ground floor of the building.

The practice opens from 8am to 6.30pm Monday to Friday. Consulting times are generally from 8.30am to 12.30am each morning and from 3pm to 6pm each afternoon. Extended hours appointments are offered on Tuesday evenings and on Friday mornings with a nursing assistant and practice nurse.

The practice has opted out of providing out-of-hours services to its own patients. This service is provided by NEMS and is accessed via 111.

## Are services responsive to people's needs?

At our previous inspection on 14 June 2017, we rated the practice as 'Requires improvement' for providing responsive services as the 2017 national GP patient survey results showed satisfaction scores were below the local and national averages in relation to access to the service. In addition, benchmarking data for accident and emergency services were above CCG averages and this may have been linked to the ease of accessing the service.

These areas had improved when we undertook a desk-based follow up review on 12 September 2018. The practice is now rated as 'Good' for providing responsive services.

### Access to the service

Following our announced desk-based follow up review on 12 September 2018, the practice provided evidence they had continued to review and improve access to appointments. They told us that they had maintained extremely good access with the next advanced appointment currently being available within 48 hours. They also told us that they have an on-call system for on the day acute emergencies where a clinician telephone triages the list and brings patients back in when necessary.

The national GP patient survey results published in August 2018 showed patient satisfaction with how they could access care and treatment was now above local and national averages. These results reflected the views of respondents for the period January to March 2018.

- 78.9% of patients responded positively to how easy it was to get through to someone at their GP practice on the phone. This compared to the clinical commissioning group (CCG) average of 60.5% and the national average of 70.3%.

- 73.2% of patients responded positively to the overall experience of making an appointment. This compared to the CCG average of 66.8% and the national average of 68.6%.
- 67.6% of patients were very satisfied or fairly satisfied with their GP practice appointment times. This compared to the CCG average of 59.5% and the national average of 65.9%.
- 78.9% of patients were satisfied with the type of appointment (or appointments) they were offered. This compared to the CCG average of 72.3% and the national average of 74.4%.

The practice provided evidence of a patient survey carried out by the practice in August 2018. The results, in relation to access were positive:

- 94% of patients thought it was easy to get through to the surgery by phone.
- 94% of patients described their experience of making an appointment as good.
- 94% of patients were happy with GP surgery opening times.

The practice provided evidence of communication with parents where they had encouraged them to use the practice, where appropriate, rather than attending accident and emergency services.

The practice also told us that they had reviewed patients who had attended an out of hours service up to February 2018. As a result of the review, they had contacted any patients who they considered may have been able to attend the practice instead to discuss their reasons for not doing so.