

Tennant Street Medical Practice

Quality Accounts 2009/10



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Statement by the Senior Partner, Dr Tony McKenna

Tennant Street Medical Practice aims to provide the best possible health care for our patients, and try and ensure that our patients are satisfied with all their contact with the Practice.

We ensure that our clinical staff are kept up to date with best clinical practice, and we check the quality of their work regularly through clinical audit. We also regularly compare our services with that of other GP Practices locally and nationally – to make sure that we learn from other Practices to improve the services and experience of our patients.

We have achieved the five year Royal College of General Practitioners (RCGP) Quality Practice Award twice – most recently in 2007. We are accredited and inspected as a GP and Medical Student Training Practice. We also support our GP's and other team members in work to improve services across the wider Stockton area including PCT wide input in Training, Prescribing, Clinical Care and Service Development.

Purpose of the Quality Account

This first Quality Account reports on the Quality of Services provided by Tennant Street Medical Practice from 1st April 2009 to 31st March 2010, and identifies our priorities for 2010/11. These priorities form an integral part of our business plan for 2010/11 and cover the key requirements to improve patient safety, patient experience and clinical effectiveness.

Our priorities include improving patient access to GP's, getting through to the Practice on the telephone, making it easier and safer to get repeat prescriptions and improving care and early diagnosis for our diabetes and cancer patients. We will report on progress in June 2011.

Stakeholder Involvement in developing the Quality Account

We have written this Quality Account and identified priorities for improvement for 2010/11 with the assistance of:

- NHS Patient Survey 2008/09 and 2009/10
- TSMP own Patient Survey March to May 2010
- Patients and carers
- Our Practice Team and staff that work closely with us on a day to day basis e.g. District Nurses, Community Matron, Primary Care Mental Health Team etc.
- NHS Stockton and NHS Tees
- Other NHS providers locally

Declaration

This report has been reviewed and agreed by the GP Partners and full Practice Team at Tennant Street Medical Practice. We are confident that the data and information provided is accurate at the time of writing.

Tony McKenna

Dr Tony McKenna, Senior Partner



Quality Report for 2009/10

There are a number of ways that we can measure the quality of patient care, patient outcomes, and patient satisfaction that we provide at Tennant Street Medical Practice. These measures are regularly reported and available in full on a number of websites, where our performance can be compared with other local and national GP Practices. Further information is available at:

www.nhs.uk

www.tsmp.gpsurgery.net

www.stockton-on-tees.nhs.uk

Quality and Outcomes Framework

The 'Quality and Outcomes Framework' (QOF) is a set of national Department of Health standards against which all GP Practices in England are assessed every year. The results achieved by Tennant Street Medical Practice are shown below:

Indicators and QOF Points	Performance 2009/10		
	TSMP	NHS Stockton Average <small>covers Stockton Council boundaries.</small>	National Average <small>England Not Published Yet</small>
Clinical Care (out of 697 points)	697.0	665.0	
Management, Organisation and Records (out of 244.5 points)	244.5	233.3	
Access – NHS patient survey (out of 58.5 points)	20.9	37.3	
Total QOF Points (out of 1000)	962.4	935.6	

Tennant Street Medical Practice achieved the highest possible standard in all areas except for patient experience of being able to access a GP appointment.

Quality Practice Award

The Royal College of General Practitioners (RCGP) makes Quality Practice Awards to GP Practices that can demonstrate high levels of achievement against a broad range of criteria. The preparation and assessment is carried out over a period of up to 18 months and involves external inspection and assessment from the RCGP. The award is valid for 5 years.

In England, only 96 GP Practices have ever been awarded a Quality Practice Award, and only 25 of these awards are currently valid. There are only 17 GP Practices in England that have achieved the Quality Practice award twice.

Tennant Street Medical Practice holds a current Quality Practice Award and is the only GP Practice in the NHS Stockton area that has achieved the award twice. One other GP Practice in the area has achieved the award once, and, it is currently valid. There are 26 GP Practices in the Stockton area.



Patient Survey

The Department of Health GP Patient Survey is administered by Ipsos MORI, and helps us to take into account your views of the services that we provide for you and your family.

Full Practice results, local NHS Stockton (Stockton on Tees Teaching PCT) results, regional (SHA) and national results can be found at www.gp-patient.co.uk/results

Some of the questions in the survey have a clear yes/no/don't know option for responses. Others questions have a range of response options which might vary from very satisfied through to very dissatisfied or don't know. In these cases the combined percentage scores for patient satisfaction are calculated nationally and independently of the Practice.

Tennant Street Medical Practice had higher than local and national response rates to the GP Patient Survey in 2009-10, and scored very well in a number of areas. The two weakest areas related to your experience of access to GP appointments, and, getting through to the Practice on the telephone and these have therefore been identified as two of our priorities for improvement in 2010/11. We will compare the results from the GP Patient Survey for 2009/10 with those for 2010/11 to measure improvement. As a result, the current satisfaction rates for these particular survey questions, and others relating to these priority areas, are given later in this report.

2009/10 Satisfaction Rates to DH GP Patient Survey Questions	TSMP	TSMP Position NHS Stockton (out of 26 Practices – highest first)	NHS Stockton Stockton Council Area	National England
Patient response rate	43%	13 th (joint)	42%	39%

The Patient survey is just one of a number of ways in which we take into account your views. We also take very seriously any compliments, comments and complaints that you make.

Training

Tennant Street Medical Practice is involved in training GP registrars, Medical Students and Student Nurses. Training the future generations of GP's and Nurses is very important, and involves regular external assessment of trainers and the Practice, to ensure appropriate standards are maintained. Having a number of trainees working in the Practice also helps us ensure that we keep up to date and current with all best practice. In the NHS Stockton area there are 9 GP Practices involved in GP Registrar Training, and, 14 GP Practices (out of 26) that are involved in Medical Student Training to varying degrees.

During 2009-10, we were one of only two GP Practices in the Stockton area involved in training for first, second, third, fourth and fifth year medical students, in addition to GP Registrars. This was only possible with your help. We make sure that when you book a training appointment, that you know that there will be a trainee present in the consultation, and that you are happy with this. We are very grateful to all our patients that help support this important aspect of our work, especially those that give up their time on a regular basis to take part in medical student training.



Priorities for Improving Services

From the surveys and questionnaires that you fill in you have identified a number of areas that you want us to Improve. We have also compared the services with other GP Practices to identify where we can do better. As a result we have set ourselves some targets for 2010/11, where we will make changes and work to improve our services. We have also identified how we check if the changes we make are actually resulting in your having a better experience and improved care.

Target 1: To be in the top ten of Stockton Practices in each of the 2010-11 GP Patient Survey questions about communication between patients and the Practice

We know that you sometimes have problems getting through to the Practice on the telephone – whether to book an appointment or request a repeat prescription. You have also told us that you would prefer increased privacy at the Reception Desk. The NHS patient survey reports on your feedback.

2009/10 Satisfaction Rates to DH GP Patient Survey Questions	TSMP	TSMP Position <small>NHS Stockton (out of 26 Practices – highest first except*)</small>	NHS Stockton <small>Stockton Council Area</small>	National <small>England</small>
Access to a GP on the telephone	39%	6 th	23%	25%
Getting through to the Practice on the telephone	65%	19 th (joint)	70%	68%
*Being overheard at reception (highest marks worst so positions reversed)	95%	19 th (joint)	87%	86%
Getting test results on the telephone	57%	6 th	45%	35%
Speaking to a nurse on the telephone	24%	11 th (joint)	23%	25%

During 2010/11 we are going to look at changing the switchboard and reception areas to see if we can improve your patient experience.

We will check whether the changes we make are working by measuring your patient feedback using the NHS patient survey on a quarterly basis, together with listening to our Patient Committee/Group, local patient survey feedback and by reviewing all of your compliments, comments and complaints.

Target 2: To reduce by 20% the number of times patients need to request their Repeat Prescriptions each month

We currently have 5,672 patients, which is 46.1% of our patient list who have 1 or more medication on repeat prescription. More than half of you place an order for repeat medications more than once each month – many of you on lots of medicines order weekly. This means that we take requests from you nearly 1,200 times in a normal week.



During 2010/11 we will make a number of changes to make it easier for you to request and receive your repeat prescriptions. By doing this we can take better steps to review your medical needs and the medicines that you are taking, to ensure that all of our prescribing continues to meet the highest safety standards and improve the care on any long term medical conditions that you have.

We will assess our performance by measuring the number of orders we receive (as a proportion of the patients on regular repeat medications) and increasing the number of patients that have at least an annual face to face review with a GP or Practice Nurse for long term conditions such as asthma, heart disease etc.

Target 3: To be in the top ten of all Stockton Practices in each of the 2010/11 GP survey questions that relate to making an appointment with a GP, whilst staying in the top 5 Stockton Practices which relate to the quality of the care that our GP's provide

The NHS GP Survey in 2009/10 measured your experience of getting and seeing a GP by asking a number of questions.

At Tennant Street Medical Practice we make sure that we can see anyone with an urgent medical problem and all young children the same day. We also offer a range of appointments that can be booked that day, over the next few days, and, up to three weeks ahead at times that suit you. However we know from your feedback that you also greatly value being able to see your 'own' GP wherever possible. Our GP's also value being able to see their own patients most of the time as well – however some of them work part time, they all take turns in covering emergency surgeries, and with holidays this is not always possible.

You will see from the survey results given below that we do very well in your feedback around the quality of care our GP's provide, but less well with your experience of being able to see a GP. However the feedback we receive from you indicates that you assess us, against access to your preferred GP, as opposed to access to any GP – which creates an unfair comparison, in national surveys, against some smaller Practices with limited choice of GP or larger Practices that have pooled or shared GP patient lists.

We will be taking steps to improve the areas where you have told us you would like to see improvements, and we want to do this in such a way that we maintain the very high levels of satisfaction you have around the quality of care we provide.

Our performance for 2009/10 against key indicators is noted below:

2009/10 Satisfaction Rates to DH GP Patient Survey Questions	TSMP	TSMP Position NHS Stockton (out of 26 Practices – highest first)	NHS Stockton Stockton Council Area	National England
Ability to see any doctor fairly quickly (within 2 working days)	74%	19 th (joint)	79%	80%
Ability to book ahead for any doctor	70%	20 th (joint)	74%	71%
Seeing a preferred doctor	86%	2 nd	67%	62%
How often can you see the preferred doctor	88%	15 th	82%	75%



Satisfaction with opening hours	89%	8 th	84%	81%
Rating of doctor giving you enough time	95%	4 th (joint)	91%	89%
Rating of doctor involving you in decisions about your care	86%	2 nd (joint)	76%	72%
Confidence and trust in your doctor	99%	1 st (joint)	96%	94%
Overall satisfaction with care received at the surgery	97%	1 st (joint)	93%	90%

In order to improve our patient satisfaction rates we will be working with you throughout the year to balance your needs and expectations with the resources available to us.

We will make sure that we involve you and keep you up to date with any changes we make, and, we will measure our performance by quarterly review of your patient satisfaction rates, as per the National Patient Survey.

Target 4: To further improve levels of diabetic control for our patients against 2009/10 levels

At Tennant Street Medical Practice we are very proud of the quality of care we give to our diabetic patients and the work that we do with you on screening, prevention and early diagnosis of diabetes. You are very complimentary about the care we provide and this is reflected in the high numbers of diabetic patients that register with the Practice as measured by 'Practice Prevalence'. However there is always room for improvement.

There are a number of ways to compare the diabetic care given by different GP Practices and some of these are detailed below.

HbA1c is a blood test which measures diabetes control in the last six weeks. An HbA1c of 7% or less indicates excellent control, and an HbA1c over 9% suggests control is poor and puts the patient at risk of longer term complications which may include heart disease, stroke, leg ulcers/amputations, and poor eye sight/blindness. It is important to us, that we work with you to help you maintain the best possible health.

2009/10 Indicators	TSMP	NHS Stockton Stockton Council Area	National England (Not yet published)
Registered patients with Diabetes as a proportion of patient list	4.6%	3.7%	
QOF Diabetes Care Total (%)	100%		
Diabetes Control HbA1c ≤ 7 (% actual patients)	45.3%	40.1%	
Diabetes Control HbA1c ≤ 8 (% actual patients)	67.5%	60.7%	
Diabetes Control HbA1c ≤ 9 (% actual patients)	77.7%	72.1%	
Overall Score in National Diabetes E-Audit	98% (top 25% nationally)		



We have over 24% more diabetes patients registered with our Practice than the average NHS Stockton Practice – this includes a higher proportion of patients with complex diabetes, and as a result achieving standard targets is often harder.

We hope to work with you and our colleagues working in specialist diabetes services, to improve standards of care, especially for those patients with poor diabetic control. We are also keen to improve services to our diabetic patients that are housebound or live in residential or nursing care homes – these patients are less able to access routine diabetic care and we will be working with other health care professionals to improve services for these patients.

In 2011 we will measure and report on our performance against the criteria noted above, and will also renew our participation in the National Diabetes E-Audit.

Target 5: To further improve our Cancer Care and Diagnosis and Palliative Care

We have a well established Practice and local attached staff team that work with our palliative care patients. We are exceptionally fortunate in our attached District Nursing Staff, and ensure very high levels of consistent and preferred GP input, which is very important at this very difficult time. This is reflected by the high numbers of patient/family compliments that we receive. Our approach meets the national Gold Standards Framework.

(www.goldstandardsframework.nhs.uk)

We believe we do a very good job if you are diagnosed with cancer or find yourself or a family member in need of palliative (end of life) care. However there are no established and widely used measures to compare the quality of the services that we provide. We have agreed in 2010/11 to participate in two national pilot projects/reviews – the first relates to diagnosis of cancer and the second to improving communications in palliative care towards end of life.

We recognise the importance of early diagnosis of cancer and prompt access to investigations, diagnosis and treatment. We welcome the opportunity the national pilot offers to review your new cancer diagnosis and your GP consultations leading up to this, to see how well we picked up on your early symptoms and check to see if we took every opportunity to make sure that you were fast tracked to specialists.

Participation in these projects will help us to improve the services we provide for you at these key times in your life. It will help to develop standards and comparisons for future use – which can only be to the benefit of our own and other patients. We are keen to ensure that we take every opportunity to learn from these pilots to improve our services. Since the pilots/reviews are at a very early stage we are unable to provide any measures against which are performance can be assessed, but undertake to report next year on progress, audit results, learning lessons and the actions we have taken to improve the care we can offer to you.



PCT Statement

NHS Stockton-on-Tees, as the lead commissioner for services provided by Tennant Street Medical Practice, welcomes the opportunity to comment on this first Quality Report produced by TSMP.

The PCT can corroborate that to the best of its ability, it can confirm that the information provided within the Quality Report is an accurate and fair reflection of the performance of TSMP in 2009/10.

Tennant Street Medical Practice has taken an open and consultative approach to the development of this quality report, involving patients and the PCT as well as sharing learning around the identified priorities and the report development process with representatives from the other General Practices in the Stockton locality. The practice is actively involved in the PCTs quality improvement agenda including regular representation at Clinical Governance Leads meetings.

The report demonstrates how the practice is dedicated to quality improvement and this is supported by the Quality Outcomes Framework scores and the fact that they are one of the few practices in the country to have achieved the Quality Practice Award twice.

A priority for the PCT as the commissioner of high quality healthcare services is for the services that we commission to actively engage with patients. The PCT believes that this report demonstrates how Tennant Street Medical Practice places patient and public involvement as a high priority and seeks to make improvements based on what patients are saying. We commend this approach to quality improvement and look forward to working with TSMP to make continuous quality improvements in 2010/11.

Your comments and questions

If you have any comments or questions about this Quality Account please address them to:

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