

## CQC Report Notice

On 26<sup>th</sup> January 2018, Carlisle Healthcare received its first CQC inspection. The report has now been published and has been rated overall as 'Requires improvement', which reflects our on-going endeavour to focus and work upon the quality of the services we provide.

The CQC acknowledged the reasons why the decision to merge the three practices on the 1<sup>st</sup> October 2016 was made and appreciated the difficulties the practices were having in the recruitment of clinical manpower. The merger enabled the legacy practices to secure the future security of their services and enabled them to continue to provide patient care. It was recognised that in 2016 North Carlisle were already considering returning their NHS Contract due to the lack of clinicians it could attract. The report recognises this and the continuing efforts of Carlisle Healthcare by stating that the "Leaders were knowledgeable about issues and priorities relating to the quality and future of services and although this was the first practice in Cumbria to undertake a merger of this size, the leaders at the practice understood the challenges of working at scale and were attempting to address them. On the day of the inspection we saw that progress has been made since the practice merged in October 2016 and that the leadership team were aware that improvements still needed to be made."

We would like to take this opportunity to highlight several areas of the report and inform our patients how we plan to demonstrate further progress, 20 months on from the merge.

Whilst inspecting the city surgery sites, St. Paul's and Brunswick House, it was stated within the report that "Both had wheelchair or step-free access, but on the day of inspection neither had automatic doors nor a working system for patients in wheelchairs to call for assistance... In the waiting areas at the three sites we visited patients either queued or waited for their appointments close to the reception desk, and as a result conversations and patient personal information could be overheard."

Since the CQC inspection we have now improved our entrances and reception areas by installing doorbells for those in need of assistance upon arrival at the surgeries. Alongside this, distinctive Carlisle Healthcare signage has proudly been displayed outside each of the practice surgeries as well as clearly marked numbered signs directing patients to the waiting areas inside. We have acknowledged the need for ensuring each patient's privacy is respected and maintained; therefore we have made it clear to our patients, through the use of posters and our television show reel, that should they wish to talk in private there is a room available at each site to do so.

In February 2018, Carlisle Healthcare's first newsletter was published in print and uploaded to the website, documenting how far the surgery had come since the merge whilst also detailing new changes within the practice. This was a result of the CQC inspection, who reported that "Changes at the practice were not being communicated effectively to patients and staff." In addition to this, a revised television show reel is played within each surgery reception for patients to watch whilst waiting for their appointment and is updated on a regular basis to guarantee new information is efficiently circulated back to our patients.

The CQC report recognises our endless effort to meet the growing demand as we now offer our patients appointments with clinicians who have clinical specialities and training within specific areas of medicine. "At the time of the inspection they had recently employed more GP's and were actively recruiting, as well as training advanced nurse practitioners who were able to see patients for certain appointments instead of a GP." As mentioned in our April 2018 newsletter, our vision is to maximise the services we have available which echoes the report accurately as they state Carlisle Healthcare is continuously "Promoting self-care where appropriate.", as upon the inspection our "Staff advised patients what to do if their condition got worse and where to seek further help and support."

The report detailed the on-going concern regarding appointments “Prior to the inspection we were told by patients that they struggled to book appointments in advance, even when they had been requested to do so by a clinician.” Carlisle Healthcare’s newly implemented protocol, where patients follow up appointments with a GP will be organised by the GP requesting it, is to ensure continuity and reduce waiting times. We are currently undertaking changes to the appointment system which is reflected in the feedback received as described in the CQC report “In 2017 the practice received 286 complaints from patients about access to appointments.” However we feel confident in our improvement so far, as in the first 3 months of 2018, Carlisle Healthcare received a significantly reduced amount of complaints concerning appointments, a total of 19.

Prior to the merge, in January 2016, the three primary practices established a ‘Frailty Team’, consisting of trained nurses who carried out proactive care, support planning and visits to housebound, frail patients. Carlisle Healthcare is delighted to announce that we won our first award, ‘Our Health Heroes’, back in November 2017, as our Frailty Team was recognised for helping reduce the demand on GP workload. In the CQC report they also mention this achievement and the continued success the Frailty Team accomplish “An audit back in August 2017 showed that since establishing the service, 94% of patients who had been recognised as being housebound and having a severe frailty had received care and support planning from the team.”

Furthermore, we are trying to promote and encourage patients to use our online services, enabling patients to carry out a variety of actions such as amend personal details and request repeat medication. The CQC commended the practice on this forward thinking approach, commenting that “Some services were tailored in response to patient needs; online services such as repeat prescription requests, advanced bookings of appointments.”

Missed appointments is an area both the CQC and Carlisle Healthcare are aware of and are presently trying to make conscientious decisions to minimise the effect they have upon the everyday running of the surgery. It was noted within the report that “There was no other information on display to encourage patients to inform the practice when they could not make their appointment”. We have rectified this issue by providing the relevant information to patients, instructing them on how to cancel any future appointments, offering the option to cancel via text or through an automated voicemail.

Lastly, we have some exciting news relating to Carlisle Healthcare’s planning application. Since 2015 United Healthcare Developments Ltd (UHD) have been working with and supporting Carlisle Healthcare in their bid to secure NHS England funding for an Integrated Healthcare Hub to be located in South Carlisle. It will provide accessible and extended services to improve the health and wellbeing of Carlisle patients and communities, as well as enabling the practice to work more efficiently to be better able to keep up with the demand upon the service.

The NHS funding program runs to 2020 and to be in a position to progress the proposed scheme without delay, UHD has submitted an outline planning application on a site adjacent to Eastern Way and Locke Road identified as an ideal location which has remained available through the planning process for the Integrated Healthcare Hub. There will be extensive public consultation on the proposals once more detailed plans are available.

Carlisle Healthcare aims to progressively work towards delivering a more efficient healthcare service to you, our patients, and we would like to thank you all for your continued support during the merge and following months.