

Care Quality Commission

Inspection Evidence Table

Dr S Virmani & Dr G Bedi (1-553890828)

Inspection date: 7th December 2021

Responsive

Access to the service

People were able to access care and treatment in a timely way.

	Y/N/Partial
Patients had timely access to appointments/treatment and action was taken to minimize the length of time people waited for care, treatment or advice	Y ¹
The practice offered a range of appointment types to suit different needs (e.g. face to face, telephone, online)	Y ²
Patients were able to make appointments in a way which met their needs	Y ³
There were systems in place to support patients who face communication barriers to access treatment	Y ³
Patients with most urgent needs had their care and treatment prioritised	Y ⁴
There was information available for patients to support them to understand how to access services (including on websites and telephone messages)	Y
There were enough staff to provide appointments and prevent staff from working excessive hours	Y
There were systems in place to monitor the quality of access and make improvements	Y ⁵

Explanation of any answers and additional evidence:

1. The practice had a range of appointment types for patients dependent on what appointment was required. At the time of our inspection we saw that appointment slots were not always filled for clinicians, indicating that appointments were available for patients. We saw evidence at the inspection of appointments being made in a timely manner for patients. Patients we spoke with at the inspection were positive about the process of obtaining appointments.
2. The practice offered both face to face appointments and telephone appointments for patients depending on the preference of the patient and clinician or appointment type.
3. Patients could book appointments in advance or phone up on the day for urgent appointments. Patients could also book appointments at the practice or online.

4. Reception staff had a protocol for assessing which clinician was best suited for patients. There was also templates on the clinical system to support receptionists when referring patients to other services such as the pharmacy or physio.
5. The practice had reviewed its appropriate to access following significant event and had restructured the appointment system and clinician rota to ensure patients were able to access appointments. Staffing levels had been increased for healthcare assistants for patients requiring appointment such as blood tests and vaccinations to be seen by a healthcare assistant, meaning that the nurse could see patients with other needs.