

The Coggeshall Surgery

Inspection report

Stoneham Street
Coggeshall
Colchester
Essex
CO6 1UH
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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

Outstanding 

Are services safe?

Good 

Are services effective?

Outstanding 

Are services caring?

Outstanding 

Are services responsive?

Outstanding 

Are services well-led?

Outstanding 

Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

Are services at this location safe?

Are services at this location effective?

Are services at this location caring?

Are services at this location responsive?

Are services at this location well-led?

At the last inspection in August 2015 we rated the practice as good overall for services.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected.
- information from our ongoing monitoring of data about services.
- information from the provider, patients, the public and other organisations.

We have rated this practice as outstanding overall.

We rated the practice as **outstanding** for providing effective services because:

- Patients received a truly holistic approach to assessing, planning and delivering care and treatment that met their needs.
- Staff were consistent in supporting people to live healthier lives through a targeted and proactive approach. Every contact with people was used to prevent ill-health and promote health.

We rated the practice as **outstanding** for providing caring services because:

- Feedback from patients was consistently positive and was higher than local and national averages.
- There was a strong person-centred culture.

We rated the practice as **outstanding** for providing responsive services because:

- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.

- There were innovative approaches to providing integrated person-centred care.
- The practice had identified areas where there were gaps in provision locally and had taken steps to address them.

We rated the practice as **outstanding** for providing well-led services because:

- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.

These outstanding areas applied to all population groups and so we rated all population groups as **outstanding**.

We also rated the practice as **good** for providing safe services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

We saw several areas of outstanding practice including:

- The practice had a culture that tailored their services to meet the needs of people on an individual basis. They ensured flexibility, and patient centred care telling us, 'it's all about the patient' and involved them in choices and decisions about their care and treatment.
- Clinical and non-clinical audit had driven their philosophy to monitor and investigate every aspect of the service they delivered. This ranged from service administration, through to patient satisfaction, compliments, comments, and best practice clinical guidance. Audits were run regularly and discussed with management and clinicians to monitor trends.
- Clinical data has remained consistently high over a number of years, reflective high quality care for their patients. This was achieved through a whole practice approach to managing patients and their health conditions across all population groups.
- Patients interviewed were able to describe a number of instances where they felt staff members had gone above and beyond their duty of care to support them. This was reflected in the many extremely positive comments seen on the comment cards we left, and the comments on the NHS choices website giving them the highest rating of five stars.
- Actions, improvements and changes were seen as a continual work ethos to improve and develop the service.

Overall summary

- Staff we spoke with understood the vision and values promoted by the practice leaders and could describe how they were proud to be involved.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

Background to The Coggeshall Surgery

The Coggeshall Surgery is located at: Stoneham Street, Coggeshall, Essex, CO6 1UH.

- The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services, and treatment of disease, disorder or injury.
- The practice has a general medical services (GMS) contract with NHS England for their practice population of approximately 6,000 patients. The practice is part of a primary care network (PCN) called Colne Valley PCN with a registered population list size of 53,000.
- The practice is open from Monday to Friday between the hours of 8am and 6.30pm and provides an extended hour till 7.30pm on Wednesday and is closed on Fridays between 1pm and 2pm.
- When the practice is closed, extended hours cover in the evenings and weekends is provided by the PCN, and for out of hours cover patients call 111.
- The practice has three female GPs, one female nurse practitioner, two female practice nurses, one female healthcare assistant/phlebotomist, a practice manager, a business manager, a pharmacy dispenser, and an administrative team of nine.
- The practice provides services to a slightly higher population of patients aged between 15 and 44 years of age.
- The Coggeshall Surgery is in the least deprived area of Essex. The practice scored ten on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. National General Practice Profile describes the practice ethnicity as being 98.1% white British, 0.6% Asian, 0.3% black, and 0.9% mixed and 0.1% other non-white ethnicities.
- Average life expectancy is 81 years for men and 84 years for women compared to the national average of 79 and 83 years respectively. The general practice profile shows that 50.2% of patients registered at the practice have a long-standing health condition, compared to 52.2% locally and 51.2% nationally.