

Rose Villa Surgery

Inspection report

6 Rectory Park Drive
Pitsea
Basildon
SS13 3DW
Tel: 01268552999

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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 safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Requires Improvement	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection of Rose Villa Surgery on 18th October 2023. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires Improvement

Well-led - Good

We have not inspected this service since it's registration as a new provider on 19 May 2022.

Why we carried out this inspection

We carried out this inspection as the provider had not been inspected for over 12 months since their registration and also to follow up concerns identified as part of our remote monitoring activity. We inspected all key lines of enquiry: Safe, Effective, Caring, Responsive and Well-led.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Staff questionnaires

Our findings

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 and
- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall.

We found that:

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- There were effective arrangements to identify and manage risks.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- There was a clear leadership structure and staff felt supported by management.
- Staff knew and understood the vision and values attributed to care and treatment at the practice.
- We found a strong collaboration across the practice teams to support a common focus of improving the quality and sustainability of patient care.
- The practice reviewed and ensured that staff at all levels had the skills and knowledge to perform their roles effectively.
- There was a strong focus on quality improvement activity to ensure the practice could regularly monitor the effectiveness of their systems and processes.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to improve the uptake of the MMR vaccine and the uptake of cervical screening.
- Continue to ensure all patients with Asthma who are prescribed 2 or more steroids are followed up within an appropriate period.
- Continue to ensure all action points on the fire risk assessment are completed.
- Continue to monitor and maintain updated immunisation checks of all staff.
- Continue to increase patient awareness and uptake of family and friends test.
- Continue to monitor the impact of any changes made by the practice on patient satisfaction.
- Continue to work towards improving patient satisfaction around access to appointments and telephone access.
- Continue to increase awareness of the interpretation services offered at the practice.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector, a second CQC inspector and a nurse specialist advisor who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor and a third CQC inspector who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Rose Villa Surgery

Rose Villa Surgery is located in Basildon.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Mid and South Essex Integrated Care System (ICS) delivers General Medical Services (GMS) to a patient population of about 4200. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Basildon Central Primary Care Network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 92.3% White, 3.8% Black, 1.9% Asian, 1.7% mixed and 0.3% Other.

There is a team of 2 GP partners. The practice has a team consisting of a GP trainee, a practice nurse, an advance nurse practitioner, a physician assistant and a healthcare assistant. The GP's are also supported by a team of reception and administrative staff led by a practice manager.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by BB Healthcare Solutions, where late evening and weekend appointments are available. Out of hours services are provided by 111.