

Kings Park Surgery

Inspection report

Gubbins Lane
Harold Wood
Romford
RM3 0FE
Tel: 01708792000

Date of inspection visit: 09 June 2021
Date of publication: 09/07/2021

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 well-led?

Good



Overall summary

We carried out an announced review at Kings Park Surgery on 9 June 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 11 November 2019 the practice was rated Good overall and for all key questions except for Well-led which was rated as Requires Improvement.

The full reports for previous inspections can be found by selecting the 'all reports' link for Kings Park Surgery on our website at www.cqc.org.uk

Why we carried out this review:

This was a review of information without undertaking a site visit inspection, to follow up on the areas identified as requiring improvement at our last inspection. At the previous inspection on 11 November 2019, Kings Park Surgery was issued a Requirement Notice for a breach of Regulation 17(1) of the Health and Social Care Act 2008 Regulations 2014, regarding Good Governance as the practice did not always have clear and effective processes for managing risks, issues and performance. The Well-led key question was reviewed to ensure that appropriate action had been taken by the provider, to meet the fundamental standards of health and social care.

How we carried out the review:

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which enabled us to request information from the provider without the needs for a site visit. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider
- Speaking with the management team, as required.

Our findings:

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

- what we found when we inspected

Overall summary

- 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 and good for all population groups.

We found that:

- The service had clear and effective processes for managing risks, issues and performance.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Kings Park Surgery

Kings Park Surgery is located in Harold Wood at:

Gubbins Lane

Harold Wood

Romford

Essex

RM3 0FE

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

The practice is situated within the North East London Clinical Commissioning Group (CCG) and delivers primary medical services to a patient population of about 5500. This is part of a contract held with NHS England.

There is a team of GPs who provide primary medical services at the practice and a team of nurses who provide nurse led clinic's for long-term conditions. The clinical team are supported by a practice manager and a team of reception/administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment.