

Abbey Road Surgery

Inspection report

63 Abbey Road
Waltham Cross
EN8 7LJ
Tel: 01992654004
www.abbeyroadsurgery.org.uk

Date of inspection visit: 9 December 2021
Date of publication: 17/01/2022

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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Abbey Road Surgery on 09 December 2021. This inspection was focused on the management of access to appointments.

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

Why we carried out this inspection

This inspection was undertaken in response to data/information we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

This inspection included a site visit. The lead inspector and inspection manager spoke with staff on site.

Interviews were carried out with the practice manager and the assistant practice manager.

We found that:

- People were able to access appointments in a timely way.
- The practice offered a range of appointment types.
- There were systems in place to support people who face communication barriers to accessing treatment.
- There were systems in place to monitor access to appointments and make improvements.
- A phone monitoring system was in place which allowed data and trends to be analysed by the service to inform improvement.

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

Our inspection team

Our inspection team included a lead inspector and an inspection manager.

Background to Abbey Road Surgery

Abbey Road Surgery is located at 63 Abbey Road, Waltham Cross, EN8 7LJ. Abbey Road Surgery was purpose built in 1992. All patient consultations are held on the ground floor.

Opening hours

The practise is open between 8:00 – 18:30 Monday to Friday and offers on the day appointments starting at 8:30 with further emergency appointment available to book after 15:00.

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

Services are provided by a General Medical Services (GMS) contract (a nationally agreed contract) to approximately 9,500 patients. Abbey Road Surgery is located within the Hertfordshire local authority and is one of 55 practices serving the NHS East and North Hertfordshire Clinical Commissioning Group (CCG) area. The practice has one registered manager in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

The practice team consists of four GP Partners and two salaried GPs. There are two locum nurses, a health care assistant, a practice manager, an assistant practice manager and a team of reception and administration staff members.

The age of the practice population served is comparable to local and national averages. The practice has a slightly higher than the local and national average number of patients aged zero to four years old and a slightly lower than average number of patients aged 65 to 84 years old. The practice population is predominantly white British and has a black and minority ethnic population of approximately 21% . Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The Out of Hours service is provided by Hertfordshire Urgent Care and can be accessed via the NHS 111 service. Information about this is available in the practice, on the practice website and on the practice telephone line.