

The New Surgery

Inspection report

27 Stock Road
Billericay
CM12 0AH
Tel:

Date of inspection visit: 07 December 2022
Date of publication: 26/12/2022

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

Overall summary

We carried out an announced comprehensive inspection at The New Surgery on 7 December 2022. Overall, the practice is rated as good. This is the practice's first inspection since registering on 28 May 2021.

The ratings for each key question are;

Safe - Good

Effective – Good

Caring – Good

Responsive - Good

Well-led – Good

Why we carried out this inspection

This inspection focused on:

- Safe, effective, caring, responsive and well-led services

How we carried out the inspection

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 and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

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:

- We found the monitoring of medicines and safety alerts was carried out in line with national guidance.

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had carried out a range of environmental risk assessments to ensure the safety of their staff and patients.
- The practice had effective safeguarding systems in place.
- Although the practice had cold chain procedures in place, we found documentation was inconsistent. Since the inspection, the practice has reviewed and implemented changes to their procedures to ensure checks are completed in line with national guidance.
- Patients received effective care and treatment that met their needs.
- A range of emergency medicines were available at the practice however we found three of the recommended emergency medicines were not available. Since the inspection, the practice had reviewed and purchased the necessary medicines.
- National GP patient survey data showed the practice were in line with national averages.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had faced challenges to establish a patient participation group.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Improve the system to monitor cold chain procedures in line with national guidance.
- Continue to establish the patient participation group
- Strengthen monitoring systems for emergency medicines stored at the practice.
- Continue to improve the uptake of cervical screening.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

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

Background to The New Surgery

The New Surgery is located in Billericay at:

27 Stock Road,

Billericay,

Essex,

CM12 0AH

The surgery is located in a residential area. There is access for wheelchairs from the car park to the surgery and suitable toilet facilities. This included baby changing facilities.

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

The practice holds a General Medical Services (GMS) contract with NHS England. The GMS contract allows the practice to deliver primary care to the local communities. The practice has a list size of approximately 3,664 patients and provides GP services commissioned by Basildon and Brentwood Integrated Care Systems (ICS). An ICS is an organisation that brings together local GPs and experienced health professional to take on commissioning responsibility for local health services.

The practice staff includes one male GP partner, one female GP partner and one practice nurse. The practice manager is supported by administration and reception staff.

The practice is open Monday to Friday 8.30am to 6.30pm. Patients can pre-book evening and weekend appointments with local services. Patients can access out of hours appointments by call 111.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 of 10). The higher the decile, the less deprived the practice population is relative to others.