

# Dr Paul Moss

## Inspection report

Frobisher Way,  
Shoeburyness,  
Southend On Sea  
Essex  
SS3 8UT  
Tel: 01702 297976

Date of inspection visit: 16 April to 16 April 2019  
Date of publication: 21/05/2019

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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Dr Paul Moss (North Shoebury Surgery) on 16 April 2019 as a follow up to our inspection in March 2018 when the practice was rated as requires improvement for delivering safe services and caring services. The practice was rated as requires improvement for all of the population groups and requires improvement overall.

The practice was rated as requires improvement because:

- Systems relating to the security of prescription stationery required strengthening.
- Procedures around recruitment checks required review.
- Although incidents were reported and investigated, there was a lack of information on actions that the practice had taken to reduce the risk of a reoccurrence.
- There was no risk assessment regarding the hazardous chemicals used within the practice.

At the inspection we found that these areas had been improved to a satisfactory standard.

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 and good for all population groups.**

- 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.
- The practice had implemented QOF action plans and unverified data from 2018-2019 showed that there was an improvement in patient outcomes.
- The practice had identified 80 patients as carers which amounted to 2.2% of their practice list.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Clinics had been organised at the church hall next door to the practice to review patients who did not usually engage directly with the practice.
- There were high levels of staff satisfaction. Staff were proud of the practice as a place to work and spoke highly of the culture.
- The practice carried out regular clinical meetings to ensure clinicians were up to date with current evidence-based practice. Clinicians received regular peer reviews using the Royal College of General Practitioners tool kit to ensure they were working within current guidelines and to highlight areas of improvement.
- There was a focus on continuous learning and improvement at all levels of the organisation. Staff were encouraged to share responsibilities, develop their roles and attend training.

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

- Proceed with plans to replace carpet flooring in the treatment rooms with flooring that complies with infection control guidance.
- Continue to review the information stored on the home page of patient records
- Continue to work in partnership with Southend Clinical Commissioning Group (CCG) to further reduce the prescribing rate for co-amoxiclav, cephalosporins and quinolones as a percentage of the total number of prescription items for selected antibacterial drugs.
- Continue with the Patient Group Directives (PGDs) process to ensure they comply with the guidance.

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

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

## Background to Dr Paul Moss

### Detailed findings

Dr Paul Moss (North Shoebury Surgery) is located at Frobisher way in Southend on Sea. The surgery has good transport links and there is a pharmacy located nearby.

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.

Dr Paul Moss (North Shoebury Surgery) is situated within the Southend on Sea Clinical Commissioning Group (CCG) and provides services to 3,270 patients under the terms of a contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a single-handed male GP who registered with the CQC in February 2013. The practice employed

regular male and female locum GPs, a locum nurse in addition to their own practice nurse, an advanced nurse practitioner, a health care assistant and several administration staff. The practice is not currently part of any wider network of GP practices.

Data from Public Health England states that 93% of the practice population is from an White background with the remainder of the population originating from black, mixed or Asian ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 83 years which is line with the national average of 83 years.