

# The High Street Surgery

## Inspection report

301 High Street  
Epping  
Essex  
CM16 4DA  
Tel: 01992 579270

Date of inspection visit: 08 January 2019  
Date of publication: 28/02/2019

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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Requires improvement



# Overall summary

We previously carried out an announced comprehensive inspection at The High Street Surgery on 23 April 2018. The overall rating for the practice was inadequate and the practice was placed into special measures for six months. This was because systems were not effective in managing patients on high risk medicines, patient safety alerts, complaints, health checks, overall performance, recruitment checks, working with others and patient access generally.

Following that inspection, the practice was served with a warning notice in respect of the governance at the practice. At a subsequent inspection of 11 September 2018, the practice we found to have met the requirements of that warning notice.

We carried out an announced comprehensive inspection at The High Street Surgery on 08 January 2019. At this inspection we followed up on breaches of regulations identified at our previous inspection on 23 April 2018 and re-rated the practice.

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.

## **This practice is now rated as requires improvement overall.**

We rated the practice as **requires improvement** for safe because;

- Not all checks were undertaken when locums were engaged.
- The nurse prescriber's remit was unclear and systems to audit their consultations was uncertain.
- Adequate plans had not been put in place to meet patient demand after the imminent departure of a member of the clinical team.

We rated the practice as **requires improvement** for effective because;

- Continued action was required in respect of the care of patients with diabetes and poor mental health.
- There were no formalised systems to supervise the nurse practitioner.

- The high-risk medicines policy was not specific to the needs of the practice.

We rated the practice as **requires improvement** for responsive because;

- Whilst an action plan had been implemented, verified data was not yet available to evidence improvement in patient satisfaction, as identified in the national GP patient survey. All the population groups in this domain are also rated as requires improvement as patient satisfaction affects all these groups.

We rated the practice as **requires improvement** for well-led because;

- Continued action was required to ensure that risks to patients had been identified in relation to the use of locums, performance in the review of patients with diabetes and those suffering with poor mental health and patient satisfaction. Further, the practice was facing a period of instability in the team and action plans had not been revised to take this into account.

We rated the practice as **good** for providing caring services because;

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

The areas where the provider **must** make improvements as they are in breach of regulations are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care

The areas where the provider **should** make improvements are:

- Evidence reviews of the nurse prescriber's consultations and formalise systems for supervision.
- Ensure information to patients accurately reflects the nurse prescribers' job title.
- Review the high-risk medicines policy so that this is specific to the requirements of the practice.
- Formalise the policy to confirm the identification of patients who request prescriptions over the telephone.
- Identify more patients who are carers.

# Overall summary

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Requires improvement</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a practice nurse specialist adviser.

## Background to The High Street Surgery

The High Street Surgery is located in Epping, Essex. It provides GP services to approximately 7,300 patients who live in Epping, Theydon Bois or North Weald. The practice is commissioned by the West Essex Clinical Commissioning Group (CCG). The practice had temporarily ceased registering new patients, although this cessation has now been lifted and new patients can now register at the practice.

The High Street Surgery is in an area which is not considered to be deprived, being on the third less deprived scale. 50% of patients have a long-standing health condition, compared with the CCG average of 51% and England average of 54%. Unemployment rates are 1.3%, which is less than the CCG average of 2.9% and England average of 5%.

The current provider registered with the CQC in January 2018 as an individual provider of regulated activities at this location. Previously, the provider had been in a partnership with one other GP partner at this practice. The current provider, in their sole capacity, has been delivering regulated activities at the practice since the other GP partner retired in 2016. There has been continuity of leadership and staffing between the previous and current provider.

The lead GP is supported by two nurse practitioners, three practice nurses and a healthcare assistant.