

Old Road West Surgery

Inspection report

30 Old Road West
Gravesend
DA11 0LL
Tel: 01474352075
www.oldroadwestsurgery.co.uk

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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 caring?

Good



Overall summary

We carried out an announced inspection at Old Road West Surgery on 8 January 2020. The overall rating for the practice was Good, but the Caring domain was rated as Requires Improvement.

The full reports for previous inspections can be found by selecting the 'all reports' link for Old Road West 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 that were identified as needing improvement in our previous inspection.

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 included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

Our judgement of the quality of care at this service is based 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 remains as Good overall.

The key question at this review is rated as:

Are services at this location caring? – Good

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

- The provider had taken action to improve patient responses to the national GP survey results where they were below local and national averages. However, ongoing monitoring and some further action were required.

At this review we also found:

- All staff were now up to date with their vulnerable adult safeguarding training.
- The provider had taken action to improve the identification of carers. There were now 157 patients identified as carers which represents 1.7% of the practice's registered patient population.
- Records showed that incoming correspondence and test results were being processed in a timely manner in line with the provider's document management protocol document dated October 2020.

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

Overall summary

- Continue to monitor national GP patient survey results and take action to improve patient satisfaction where results are below local and national averages.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCP

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 Care Quality Commission (CQC) lead inspector and included a second CQC inspector who spoke with staff using video conferencing facilities.

Background to Old Road West Surgery

The registered provider is Dr Abdul Halem.

Old Road West Surgery is located at 30 Old Road West, Gravesend, Kent, DA11 0LL. The provider also delivers services from Mackenzie Road Surgery, 264 Mackenzie Way, Gravesend, Kent, DA12 5TY. Patients registered at Old Road West Surgery can access services at either of these sites.

The practice is situated within the NHS Kent and Medway Clinical Commissioning Group (CCG) and has a general medical services (GMS) contract for delivering primary medical services to the local community.

Old Road West Surgery has a registered patient population of approximately 9,150. The practice is located in an area with a lower than average deprivation score.

The practice staff consists of a principal GP (male), a salaried GP (female), two advanced nurse practitioners (female), two practice nurses (female), a prescribing nurse (female), a practice manager as well as reception and administration staff. The practice also employs a locum GP (male) and a locum advanced nurse practitioner (male) directly. The practice also consists of a clinical pharmacist (female) and a physician's associate (male) who are employed by DGS Health Federation.

The provider is registered with the Care Quality Commission to deliver the following regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures; and Treatment of disease, disorder or injury.