

# Queensway Surgery

## Inspection report

75 Queensway  
Southend On Sea  
Essex  
SS1 2AB  
Tel: 01702 463333  
[www.queenswaysurgery.co.uk](http://www.queenswaysurgery.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 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 Queensway Surgery on 4 December 2018 as part of our inspection programme.

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.**

We found that:

- 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.
- 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 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:**

- Review the process for the management of test results to minimise the risk of missed data.
- Continue to make an improvement in exception reporting in line with local and national averages to include the following groups: diabetes, asthma, mental health.
- Continue to increase the uptake of childhood immunisations in line with World Health Organisation (WHO) targets.
- Continue to improve patient satisfaction relating to appointment availability.

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

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

## Population group ratings

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

## Our inspection team

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

## Background to Queensway Surgery

Queensway Surgery is situated within the Southend on Sea Clinical Commissioning Group (CCG) and provides services under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice is a training GP surgery, with a patient list size of approximately 20,000. It is located in a purpose built primary care centre comprising: fourteen consulting rooms, one treatment room, one minor operations room, administration office space and patients' waiting area. There is a dedicated car park for patients and staff with an ambulance bay. There is easy access for wheelchairs, a lift to the first floor and assisted toilet facilities. Also on the first floor there is a kitchen and a large meeting room for regular training activities and meetings. The practice has a branch surgery on Sutton Road, Southend on Sea. The branch surgery was not inspected.

The staff team comprises: eleven general practitioners (salaried and partners), six nurses, three healthcare

assistants, nineteen receptionists, two managers, five administrators, four secretaries, two facilities staff, one practice pharmacist, one home visiting advanced nurse practitioner and one home visiting emergency care practitioner.

The surgery has good transport links and there is a pharmacy located within the same building. The provider is registered with CQC to deliver the following regulated activities: diagnostic and screening procedures, family planning, surgical procedures, and treatment of disease, disorder or injury.

Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the local national average of 79 years. Female life expectancy is 81 years compared to the local and national average of 83 years.