

Milton Road Surgery

Inspection report

12 Milton Road
Grays
RM17 5EZ
Tel: 07960387246
www.miltonroadsurgery.nhs.uk

Date of inspection visit: 25 May 2022
Date of publication: 20/06/2022

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 inspection at Milton Road Surgery on 25 May 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

This location was previously registered under a different provider. We inspected the practice under the previous provider registration on 28 August 2018:

The full reports for previous inspections can be found by searching for Milton Road Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection to:

- Inspect and rate all key questions

How we carried out the inspection

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 inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

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
- Requesting staff complete questionnaires
- Requesting the practice signpost patient to our website to complete 'Give Feedback on Care' forms for this service.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected

Overall summary

- 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:

- 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 used complaints, significant events and patient feedback to improve the services provided.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Changes had been made so 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**:

- Continue to identify carers from their patient population.
- Continue to strengthen processes around medicines management.
- Continue to improve uptake for cervical screening and childhood immunisations.
- Continue to improve patient satisfaction levels.

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

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 team inspector who spoke with staff using video conferencing facilities; and 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 Milton Road Surgery

Milton Road Surgery is located in Grays at:

12 Milton Road

Grays

Essex

RM17 5EZ

There is very limited parking for the disabled at the back of the practice. Parking outside the practice is pay at meter Monday to Saturday 9am to 6pm, the nearest meter is situated next to the practice.

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

The practice is situated within the Thurrock Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 3129. This is part of a contract held with NHS England.

Information published by UK Health and Security Agency shows that deprivation within the practice population group is in the sixth lowest decile (six of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 81.4% White, 8.5% Black, 6.9% Asian, 2.3% Mixed, and 0.8% Other.

There is a team of four GPs, two physicians associates, a clinical pharmacist and a paramedic at the practice. The practice has a practice nurse who provides nurse led clinics for long-term conditions and a healthcare assistant. The clinical team are supported at the practice by a team of reception/administration staff. There is a practice manager who provides managerial oversight onsite, as well as a clinical and administrative support team who support the practice and the other practices managed by the provider as required.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations, e-consult and advance appointments.

Extended access is provided locally by Thurrock Health Centre, where late evening and weekend appointments are available. Patients also have access to Thurrock Health Hubs. Out of hours services are provided by 111.