

# The Practice Northumberland Avenue

## Inspection report

32 Northumberland Avenue  
Southend On Sea  
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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 The Practice, Northumberland Avenue on 21 March 2019 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, except people with long term conditions which we have rated as requires improvement.**

We have rated this population group as requires improvement because:

- There was a negative or significant negative variation in performance across all three of the diabetes indicators.
- The exception reporting rate for patients with COPD was more than double the local CCG average and higher than the national average.

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:**

- Ensure that timely action is taken to routinely improve services following the results of clinical audits.
- Improve the exception reporting rate for patients with hypertension and COPD.
- Increase the uptake of childhood immunisations.
- Improve performance across the three diabetes indicators.

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

**Dr Rosie Benneworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

Older people	Good	
People with long-term conditions	Requires improvement	
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 CQC lead inspector and included a GP specialist adviser.

## Background to The Practice Northumberland Avenue

The Practice, Northumberland Avenue is located at Northumberland Avenue, Southend on Sea. The practice has good transport links and there is a pharmacy located close by.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury. These are delivered from the Northumberland Avenue site. Previously the practice had a branch surgery in Luker Road.

The Practice is situated within the Southend on Sea Clinical Commissioning Group (CCG) and provides services to approximately 5,430 patients. The practice is one of a large number of practices run by The Practice

Group. In May 2016, The Practice Group was contracted to run primary medical GP Services for Northumberland Avenue (and Luker Road Branch) Practice in Southend-on-Sea, Essex. This is a ten-year APMS contract, with an option to extend for a further five years.

There are higher than average number of patients under 50 and fewer patients over 50 than local and national averages. Information provided by Public Health England rates the level of deprivation within the practice population as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.