

# Kingsway Surgery

## Inspection report

Crouch Vale Medical Centre, Burnham Road  
South Woodham Ferrers  
Chelmsford  
CM3 5QP  
Tel: 01245321391

Date of inspection visit: 17 November 2023  
Date of publication: 03/01/2024

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 responsive to people's needs?

Requires Improvement



# Overall summary

We carried out an announced focused assessment at Kingsway Surgery on 17 November 2023. Overall, the practice is rated as good.

Safe - not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive – requires improvement

Well-led - not inspected, rating of good carried forward from previous inspection

Following our previous inspection on 21 November 2022 the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Kingsway Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection**

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

## **How we carried out the review**

This assessment was carried out remotely. It did not include a site visit.

The process included:

- Conducting an interview with the provider and members of staff using video conferencing.
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider.
- Reviewing data we hold about the service
- Seeking information/feedback from relevant stakeholders

# Overall summary

## Our findings

We based our judgement of the responsive key question on a combination of:

- what we found when we met with the provider
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- The practice scored lower than the national average regarding access to the practice by phone and satisfaction with appointment times. However, the practice received higher than local and national average scores for patient satisfaction in their experience of making an appointment and satisfaction with the appointment offered.
- Patient feedback was mixed in that the GP patient survey results were lower than the national average in certain areas, but patient feedback received by the friends and family survey for October 2023 reflected that patients could access care and treatment in a timely way.
- During the assessment process, the provider highlighted the actions they have taken to make improvements to the responsiveness of the service for their patient population. They also identified the areas to be put in place to continue this improvement.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection was led by a CQC lead inspector.

## Background to Kingsway Surgery

Kingsway Surgery is located in South Woodham Ferrers in Essex:

Crouch Vale Medical Centre

Burnham Road

South Woodham Ferrers

Chelmsford

Essex

CM35QP

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.

The practice offers services from the main practice.

The practice is situated within the Mid and South Essex Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 14,000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. It is one of the practices in The Dengie and South Woodham Ferrers Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the highest decile (10 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 97% White, and 1% Asian, 2% Black, Mixed, and Other.

There is a team of 6 GPs. There are 7 people in the nursing team who provide nurse led clinics for long-term conditions. There are other associated health care professionals including a paramedic practitioner and a remote clinical pharmacist. The GPs are supported at the practice by a management team and a team of reception/administration staff.

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 and advance appointments.

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by 111.