

# Pilgrims Way Surgery

## Inspection report

Pilgrims Way

Dartford

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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 Pilgrims Way Surgery on 17 September 2019 as part of our inspection programme. This was a first rated inspection because the provider has recently registered as a new legal entity, having been in a partnership and now being an individual.

This inspection looked at all of the following key questions.

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.

We found no breaches of regulations.

**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

## 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. The team included a GP Specialist Advisor and a Practice Manager Specialist.

## Background to Pilgrims Way Surgery

Pilgrims Way Surgery is located in a residential area of Dartford, Kent and has good transport links. The practice is based in Dartford East Health Centre which is shared with another GP practice. The centre is purpose built and has good access for wheelchairs and disabled facilities. There is a large car park for patient use.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. These are delivered from this site only.

Pilgrims Way Surgery is situated within the Dartford, Gravesham and Swanley Clinical Commissioning Group (CCG) and provides services to 7900 patients under the terms of a General medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is newly registered as an individual, having been one member of a two-person partnership at the practice previously. There are two salaried GP's employed at the practice, one male and one female; two practice nurses; two paramedic practitioners and two health care assistants. The clinical staff are supported by a management team and admin and reception staff. The practice is a training practice and the lead GP is an approved trainer. The practice is monitored and regulated by Health Education Kent, Surrey and Sussex.

The practice is part of a federation, which is a wider network of GP practices. It has also joined three other local practices to form a primary care network.

There are higher than average number of patients between the age of 25 and 55, and fewer patients aged over 55 than the national average. The National General Practice Profile states that 7% of the practice population is from an Asian background with a further 8% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as five, 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 national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.