

The Valkyrie Surgery

Inspection report

50 Valkyrie Road
Westcliff-on-Sea
Essex
SS0 8BU
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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 Valkyrie Surgery as the practice was rated Requires Improvement at the previous inspection.

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 had adequately addressed the areas for improvement in the last report, including:
- The system for responding to patient safety alerts was effective.
- The learning from significant events and complaints was routinely shared with staff to avoid recurrence.
- Assessments of the risks to the health and safety of service users receiving care or treatment were appropriate, in particular there was an effective system in place for the storage of emergency medicines.

- 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:**

Continue to analyse the reported exception rates for patients with long term conditions to ensure all data is accurate.

Continue to work with community services to identify ways of improving the uptake for childhood immunisation.

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

Older people	Good	
People with long-term conditions	Good	
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 Valkyrie Surgery

The Valkyrie Surgery is located at 50 Valkyrie Road, Westcliff on Sea, SS0 8BU. The practice moved into the purpose built building in 2012. The building is shared with other health and care providers. The surgery has good transport links and there is a pharmacy located on site.

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

The Valkyrie Surgery is situated within the Southend Clinical Commissioning Group (CCG) and provides services to approximately 16,680 patients under the terms of a contract between the practice and NHS England for delivering services to the local community.

The practice is led by a senior partner who is supported by the following team:

Administration	Full time equivalent	12.3
Doctors	Full time equivalent	6.4
Nursing	Full time equivalent	6.7
Clinical Pharmacy	Full time equivalent	0.64
Reception	Full time equivalent	7.1
Allied Clinical	Full time equivalent	2

Information published by Public Health England (PHE), rates the level of deprivation within the practice population group as four, 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 and local average of 79 years. Female life expectancy is 81 years compared to the national and local average of 83 years. PHE prevalence for obesity and poor mental health are also higher than the local and national averages.