

The Hollies Surgery

Inspection report

41 Rectory Road
Benfleet
SS7 2NA
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at The Hollies Surgery on 27 and 28 July 2023.

Overall, the practice is rated as Good and is rated Good for all of the key questions, Safe, Effective, Caring, Responsive and Well-led.

When this practice registered with us, it inherited the regulatory history and ratings of its predecessor. This is the first inspection at The Hollies Surgery under the new registered provider. When we inspected the previous provider in May 2017, 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 The Hollies Surgery on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this inspection to follow up concerns in line with our inspection priorities.

During this inspection we looked at the key questions:

Safe

Effective

Caring

Responsive

Well-led

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Face to face interviews with staff
- Face to Face interview with the Patient Participation Group representatives

Our findings

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

Overall summary

- 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 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.
 - 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-centred care.
 - There was understanding, inclusive, and effective leadership at all levels.
 - We found a strong collaboration, across the practice teams to support a common focus of improving the quality and sustainability of patients care and experiences.
 - We saw governance procedures were proactively reviewed and reflected best practice.
 - There was a demonstrated commitment to best practice performance, and risk management systems and processes.
 - The practice reviewed and ensured that staff at all levels had the skills and knowledge to perform their roles effectively.
- We found when problems were identified they acted quickly, openly, and learned from them.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to improve performance for medicines prescribed for urinary tract infections.
- Continue to improve the administration of recording medicines reviews and long-term conditions.
- Continue to improve the system for recording and acting on safety alerts.
- Continue to improve the uptake for cervical screening.

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 team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included 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 The Hollies Surgery

The Hollies Surgery is located in Benfleet, Essex at:

41 Rectory Road

Benfleet

Essex

SS7 2NA

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

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 12,700. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called a primary care network, (PCN). This is called Benfleet PCN and comprises 7 GP practices.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second highest decile (9 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 96.8% White, 1.3% Asian, 1.1% Mixed, 0.6% Black and 0.2% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The clinical team is led by the managing GP partner who is supported by a team of 5 GPs, an advanced clinical practitioner and a clinical pharmacist. The practice has a team of 2 practice nurses and 2 healthcare assistants, who are led by 2 advanced nurse practitioners. The GPs are supported at the practice by the practice manager, the assistant practice manager and a team of reception, administrative and secretarial staff.

The practice is open between 8am to 6.30 pm 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 by local GP practices, where evening and weekend appointments are available. Out of hours services are provided by 111.