

# The High Street Surgery

## Inspection report

301 High Street  
Epping  
Essex  
CM16 4DA  
Tel: 01992 579270  
<https://www.eppingsurgery.co.uk>

Date of inspection visit: 11th February 2020  
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Requires improvement



# Overall summary

We carried out an announce comprehensive inspection at The High Street Surgery on 11 February 2020. This was to follow up on breaches of regulation identified at our inspection of 8 January 2019 and to provide new ratings.

The practice was initially inspected on 23 April 2018. At this time, the practice was rated as inadequate, with safe, effective, responsive and well-led rated as inadequate. Caring was rated as good. The practice was placed into special measures and the practice were served with a warning notice in respect of the breaches of regulation. The practice was inspected again on 11 September 2018. This was an unrated inspection to ensure that sufficient improvements had been made. We found that the practice had complied with the warning notice. We inspected the practice again in 08 January 2019. This was a comprehensive inspection to provide new ratings. At this inspection, the practice was rated as requires improvement overall, with safe, effective, responsive and well-led rated as requires improvement. Caring was rated as good.

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.

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**We have rated this practice as requires improvement overall.**

We rated the practice as good for effective services although people with long term conditions is rated as **requires improvement** because:

- Continued improvements were required in respect of blood pressure readings of patients with hyperthyroidism.

- Concerns were identified in relation to following up patients with high blood pressure.

We rated the practice as **requires improvement** for providing safe services because:

- There were not safe systems to review patients prescribed high-risk medicines before their medicines were issued;
- Underperformance was identified in relation to prescribing certain antibiotics for uncomplicated urinary tract infections and the practice was not aware of this;
- There was no written policy for the re-order of vaccines and emergency medicines.

We rated the practice as **requires improvement** for providing responsive services because:

- Patients continued to raise concern about accessing services.

We rated the practice as **requires improvement** for providing well-led services because:

- Whilst some improvements had been made, this was not consistent across all indicators;
- Some risks had not been identified and mitigated.

The areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The areas where the provider **should** make improvements are:

- Code the records of patients with hyperthyroidism;
- Implement a policy for the re-order of vaccines and emergency medicines;
- Continue to improve cervical screening data;
- Continue to improve patient feedback around access.

**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>Requires improvement</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

The inspection team was led by a CQC inspector and included a GP specialist adviser and a nurse specialist adviser.

## Background to The High Street Surgery

The High Street Surgery is located in Epping, Essex. It provides GP services to approximately 7,300 patients who live in Epping, Theydon Bois or North Weald. The practice is commissioned by the West Essex Clinical Commissioning Group (CCG).

The High Street Surgery is in an area which is not considered to be deprived, being on the third less deprived scale. 50% of patients have a long-standing health condition, compared with the CCG average of 51% and England average of 54%. Unemployment rates are 1.3%, which is less than the CCG average of 2.9% and England average of 5%.

The current provider registered with the CQC in January 2018 as an individual provider of regulated activities at this location. Previously, the provider had been in a partnership with one other GP partner. The current provider, in their sole capacity, has been delivering regulated activities at the practice since the other GP partner retired in 2016. There has been continuity of leadership and staffing between the previous and current provider.

The lead GP is supported by a practice manager, two female salaried GPs, four practice nurses, an advanced nurse practitioner and a healthcare assistant.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>The provider did not have effective systems or processes to assess, monitor and mitigate the risks to people who used the services because:</b></p> <ul style="list-style-type: none"><li>• Patients prescribed high-risk medicines were not reviewed before a repeat prescription was issued;</li><li>• There were no action plans to manage patients with higher blood pressure;</li><li>• There was no system to monitor and review performance of Nitrofurantoin 50 mg tablets and capsules, Nitrofurantoin 100 mg m/r capsules, Pivmecillinam 200 mg tablets and Trimethoprim 200 mg tablets prescribed for uncomplicated urinary tract infection.</li></ul> <p><b>Regulation 17 (1) (2) HSCA</b></p>