

# Ambrose Avenue Group Practice

## Inspection report

76 Ambrose Avenue  
Colchester  
CO3 4LN  
Tel: 01206549444  
[www.ambroseavenue.com](http://www.ambroseavenue.com)

Date of inspection visit: 08 December 2021  
Date of publication: 30/12/2021

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

Not inspected

Are services responsive to people's needs?

Inspected but not rated



# Overall summary

We carried out an announced inspection at Ambrose Avenue Group Practice on 8 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

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

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

This inspection was undertaken in response to data which identified possible risk in terms of access and was focused on the management of access to appointments.

## **How we carried out the inspection**

The inspection was led by a CQC lead inspector who spoke with staff on site. The inspection included a site visit.

Interviews were carried out with a GP partner who was also the CQC Registered Manager, the Finance and Facilities Manager and the Administration Services and Patient Liaison Manager.

We found that:

- People were able to access appointments in a timely way.
- The practice offered a range of appointment types.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and demand and to make improvements where necessary.
- In response to patient feedback, on 1 November 2021, the practice had started an open access clinic at the branch site, from 9am to 12 noon, where a pre-booked appointment was not needed. This was staffed by two GPs and a Nurse Practitioner. Patients who accessed the clinic were triaged and given a number which identified their position in the queue. Patients were aware of an approximate waiting time and knew they would be seen by an appropriate clinician. These open access clinics had helped to reduce the telephone demand in the morning. Information about these clinics was available in the practice, on the practice's website and on their social media page, which was supported by the Patient Participation Group.

**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

## Our inspection team

Our inspection was led by a CQC lead inspector who undertook a site visit.

## Background to Ambrose Avenue Group Practice

Ambrose Avenue Group Practice is located in Colchester at:

76 Ambrose Avenue,  
Colchester,  
Essex,  
CO3 4LN.

The practice has a branch surgery at:

The Tollgate Health Centre,  
145 London Road,  
Stanway,  
Colchester,  
Essex.  
CO3 8NZ.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery. We visited Ambrose Avenue Group Practice location as part of this inspection.

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. These are delivered from both sites.

The practice is situated within the North East Essex Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of approximately 16,070. This is part of a contract held with NHS England.

The practice is part of The Colte Partnership, a group of nine GP practices across Colchester and Tending who work together to share workforce and expertise to ensure support and stability. The practice is also part of a Primary Care Network (PCN) of 3 GP practices called ARA. (Primary care networks are groups of practices who work together to improve primary care services).

Information published by Public Health England shows that deprivation within the practice population group is in the second highest decile (eight of ten). 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 94.6% White, 2.7% Asian, 1.6% Mixed, 0.7% Black and 0.5% Other.

The practice team comprises five GP partners (three female and two male) and three salaried GPs (one female and two male). There are three nurse practitioners, two practice nurses and three healthcare assistants, a phlebotomist and one lifestyle coach. The team also includes two clinical pharmacists, a pharmacy technician and a care coordinator, who are employed through the PCN. There is a practice manager, finance and facilities manager, reception manager and administration services and patient liaison manager. They are supported by 33 administrative, data, prescription, secretarial and reception staff. All staff work across both sites.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location, the branch surgery or a home visit if necessary. The practice held an open access clinic at the branch site each weekday from 9am to 12 noon.

The practice is open from 8am to 6.30pm Monday to Friday at both the main location and the branch site. Appointments were available between 8:30am and 6:20pm. The practice telephone line is closed from 12.30pm and 1.30pm Monday to Friday, although emergency telephone calls were answered and responded to during this time.

Extended access is provided locally by The Colte Partnership. Appointments were available from 6.30pm to 8pm Monday to Friday and from 8am to 2pm Saturday and Sunday. The appointments were held at Rowhedge Medical Practice, The University of Essex Health Centre, Tiptree Medical Practice, Ambrose Avenue Group Practice at Tollgate, and Colne Medical Practice. Out of hours services are provided by Practice Plus Group, via the NHS111 service.