

# 271a Southend Road

## Inspection report

271A Southend Road  
Stanford Le Hope  
SS17 8HD  
Tel: 01375679316

Date of inspection visit: 11 January 2023  
Date of publication: 21/02/2023

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



# Overall summary

We carried out an announced focused inspection at 271a Southend Road on 11 January 2023. The practice was not rated at this inspection. This inspection was to follow up on breaches of the regulations identified at the previous inspection in August 2022 where we rated the practice as requires improvement overall. Specifically, we rated the safe key question as inadequate, effective as requires improvement, caring and responsive as good and well-led as requires improvement.

As a result of the findings from that inspection we issued the practice with a warning notice for improvement.

The full reports for previous inspections can be found by selecting the 'all reports' link for 271A Southend Road on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection to follow up a warning notice from the previous inspection.

## How we carried out the inspection

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

This included:

- 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.

## Our findings

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

We found that:

The practice had complied with the warning notice;

- There were now policies, protocols and risk assessments for infection prevention and control procedures were in place.
- Where emergency medicines recommended by guidance were not being stored an appropriate risk assessment was in place.
- The systems for managing medicines had improved and patients were safe.
- Patients received effective care which met their needs.
- The system for ensuring patients received appropriate care and treatment had improved, specifically relating to chronic kidney disease, hyperthyroidism and patients with diabetic retinopathy with a higher blood glucose monitoring test.

# Overall summary

- The processes for monitoring patients' health in relation to the use of medicines had improved.

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

- Continue to embed medicines management processes.
- Continue to embed processes relating to reviewing patients in line with evidence-based practice.
- Improve coding processes and patient records so the patient record accurately reflects care and treatment decisions, especially for patients requiring a steroid emergency treatment card.

**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 Hospitals and Interim Chief Inspector of Primary Medical Services

## 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 271a Southend Road

271a Southend Road is located in Stanford le Hope at:

271A Southend Road,

Stanford Le Hope,

Essex,

SS17 8HD.

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 2,907. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh lowest decile (seven 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 92.2% White, 2% Black, 1.3% Asian, 1.2% Mixed, and 0.3% Other.

There is a team of two GPs who provide cover at the practice. The practice has a practice nurse who provides nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff. A practice manager provides managerial oversight.

The practice is open between 8am to 6.30pm Mondays and Tuesdays, 8am to 7pm Wednesdays and Thursdays, 8am to 1pm Thursday (clinics), 1pm to 6.30pm Thursday (requests, prescriptions). The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Out of hours services are provided by IC24 via 111.

The practice is part of a wider network of GP practices which form Stanford Le Hope Primary Care Network (PCN). Extended hours access is provided by the PCN, where late evening and weekend appointments are available. Pre-bookable appointments are available 6.30pm to 8pm on weekdays, and from 9am to 5pm on Saturdays. Appointments are available on Sundays from 12pm to 3pm until Sunday 12 February 2023, through Thurrock Health Hubs, who previously provided the extended hours service