

# Old Road West Surgery

## Inspection report

30 Old Road West

Gravesend

Kent

DA11 0LL

Tel: 01474352075

[www.oldroadwestsurgery.co.uk](http://www.oldroadwestsurgery.co.uk)

Date of inspection visit: 8 January 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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Requires improvement 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We previously carried out an announced comprehensive inspection at Old Road West Surgery on 15 August 2017. Overall the practice was rated as inadequate and was placed into special measures.

We issued warning notices in respect of identified issues and found arrangements had significantly improved when we undertook a follow up inspection of the service on 5 February 2018.

We conducted an announced comprehensive inspection on 29 November 2018. The practice was rated as requires improvement overall. It was removed from special measures and rated as Requires improvement for providing safe, caring and responsive services and Good for providing effective and well-led services. Breaches of regulation were identified. The details of these can be found by selecting the 'all reports' link for Old Road West Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We carried out an announced comprehensive inspection on 8 January 2020 as part of our inspection programme and to check the practice had met the regulatory requirements.

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.**

We rated the practice as **Good** for providing safe, effective, responsive and well-led services because:

- Significant improvements had been made to ensure care plans were accessible at all times and included all relevant and up-to date information for patients with mental health issues.

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There were comprehensive systems to keep people safe, which took account of current best practice.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect. They involved them in decisions about their care.
- Improvements had been made to ensure complaints were acknowledged appropriately in the absence of the practice manager.
- The practice organised and delivered services to meet patients' needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Systems and processes to ensure good governance were effective.

We also rated the practice as **Requires improvement** for providing caring services because:

- Although no breaches of regulation were identified, patient responses to national GP survey results remained lower than expected for GPs listening to them, being treated with care and concern and their overall experience of their GP practice.

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

- Continue with their plan to ensure vulnerable adult safeguarding level three training is completed as planned.
- Monitor and assess the effectiveness of the newly implemented policy and template in relation to scanned documents being reviewed.
- Continue to improve the identification of carers, to ensure they receive appropriate care and support.

## **Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Bennyworth** BS BMedSci MRCGP  
Chief Inspector of General Practice

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist and a practice manager adviser.

## Background to Old Road West Surgery

The registered provider is Dr Abdul Halem. Old Road West Surgery is located at 30 Old Road West, Gravesend, Kent, DA11 0LL. They have a branch surgery (Mackenzie Road Surgery) located 2.1 miles and approximately 7 minutes away.

Old Road West Surgery is situated in a suburban area of the Dartford, Gravesham and Swanley Clinical Commissioning Group (CCG) and provides services to 9,197 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice staff consists of a principal GP (male), a salaried GP (female), a permanent locum GPs (male), a practice manager, four advanced nurse practitioners (female), three practice nurses (female) and a physician associate (female), as well as reception and administration staff.

Old Road West Surgery is registered with the Care Quality Commission to deliver the following regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures and Treatment of disease, disorder or injury.

The number of patients over the age of 65 years is above the national average (practice 31%, national 26%). The National General Practice Profile states that 83% of the practice population is from a white background, 10% of the practice population from an Asian background and a further 7% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years compared to the national average of 79 years. Female life expectancy is 83 years compared to the national average of 83 years.