

# The Eden Surgeries

## Inspection report

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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 effective?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an inspection of The Eden Surgeries due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Are services at this location effective?
- Are services at this location well-led?

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 and good for all population groups.**

We found that:

- Patients received effective care and treatment that met their needs.
- Where QOF data did not align with local and national averages, the practice was aware of this and could provide valid explanations as to why this was the case.

- There were effective and considered systems to support, review and teach GP registrars.
- Some areas of low performance were identified in the GP patient survey. The practice had plans to improve.
- The practice worked with practice, professionals and stakeholders in the locality.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to review and deliver training to ensure all staff have received training that the provider considers mandatory.
- Continue to review and improve feedback in the GP patient survey.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## 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

This included a lead CQC inspector and a GP specialist adviser.

## Background to The Eden Surgeries

The Eden Surgeries provides GP services to approximately 9900 patients. The main practice is located in Hatfield Heath, Essex and there is a branch surgery located in Hatfield Broad Oak. Patients can choose to be seen at either site.

There are dispensaries located at both the main practice and the branch, dispensing medication to 78% of patients. A dispensing practice dispenses prescribed medicines to patients who live over 1.5 miles away from their nearest pharmacy and therefore, not all patients at the practice are eligible for this service.

GP services are commissioned by West Essex Clinical Commissioning Group. Public Health data shows that the practice population is on the second least deprived scale and the practice population is 96% white. 70% of the

practice population are in paid work or full-time education, compared to the England average of 62%. 49% of patients have a long-standing health condition, compared to the England average of 51%.

The practice is governed by a partnership consisting of five GPs, three female and two male. One of these partners is in the process of being added to the CQC registration certificate. They are supported by a nurse practitioner, two nurse prescribers and a healthcare assistant. The management consists of a business manager, assistant practice manager and audit and accounts administrator.

This inspection was carried out due to the length of time since the publication of the last inspection report.