

Milton Road Surgery

Inspection report

12 Milton Road
Grays
RM17 5EZ
Tel: 07960387246
www.miltonroadsurgery.nhs.uk

Date of inspection visit: 10 November 2023
Date of publication: 03/01/2024

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 responsive to people's needs?

Requires Improvement



Overall summary

We carried out an announced focused inspection at Milton Road Surgery on 10 November 2023. Overall, the practice is rated as good.

Safe - not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive – requires improvement

Well-led - not inspected, rating of good carried forward from previous inspection

Following our previous inspection on 25 May 2022 the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Milton Road Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the inspection/review

This assessment was carried out remotely. It did not include a site visit.

The process included:

- Conducting an interview with the provider and members of staff using video conferencing.
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider.
- Reviewing data we hold about the service
- Seeking information/feedback from relevant stakeholders

Overall summary

Our findings

We based our judgement of the responsive key question on a combination of:

- what we found when we met with the provider
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- The practice scored higher than the national average regarding access by phone, however, the practice received lower than local and national average scores for patient satisfaction in their experience of making an appointment, satisfaction with appointment times and with the appointments they were offered.
- Patient feedback was mixed in that the GP patient survey results were lower than the national average in certain areas, but recent patient feedback on the practice website reflected that patients could access care and treatment in a timely way.
- During the assessment process, the provider highlighted the actions they have taken to make improvements to the responsiveness of the service for their patient population. The effect of these efforts were being reflected in real-time patient feedback.

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 Health Care

Our inspection team

Our inspection was led by a CQC lead inspector.

Background to Milton Road Surgery

Milton Road Surgery is located in Grays in Essex:

12 Milton Road

Grays

Essex

RM17 5EZ

The practice has a branch surgery at:

The Grays Surgery

78 High Street

Grays

Essex

RM17 6HU

The provider is registered with CQC to deliver the Regulated Activities, diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Mid and South Essex Integrated Care System (ICS) and delivers General Medical Services (GMS) and (Personal Medical Services (PMS) to a patient population of about 7600. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. It is the lead practice in the Grays Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the sixth lowest decile (six 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 57% White, 15% Black, 13% Asian, 11% Mixed, and 4% Other.

There is a team of 5 GPs who provide cover at both practices. The practice has a team of 8 nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The GPs are supported at the practice by a team of reception/administration staff. The practice managers are based at both locations to provide managerial oversight.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by 111.