

Sidney House Surgery

Inspection report

Sidney House
Strutt Close, Hatfield Peverel
Chelmsford
Essex
CM3 2HB
Tel: <xxxxx xxxxx xxxxxx>
www.sidneyhouseandthelaurels.nhs.uk/






Date of inspection visit: 26 Feb 2019
Date of publication: 05/04/2019

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?	Good 
Are services responsive?	Requires improvement 
Are services well-led?	Good 

Overall summary

We carried out an announced comprehensive inspection at Sidney House Surgery on 26th February 2019 as part of our inspection programme.

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 with the key question responsive rated as requires improvement.

We rated the practice as good for providing safe, effective, caring and well led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We rated the practice as requires improvement for responsive services overall and across all the population groups because:

- The practice achieved low patient satisfaction levels with regards to patients access as shown in the latest published National GP Patient Survey results.

The areas where the practice **should** make improvements are:

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Complete the actions identified on the most recent fire risk assessment audit.
- Monitor and make improvements to the QOF exception report rates for diabetes, COPD and mental health indicators.
- Continue to strengthen and monitor improvement relating to patient satisfaction.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a member of the medicines optimisation team.

Background to Sidney House Surgery

The Provider of this service is The Laurels Surgery, which is located at Sidney House Surgery, Strutt Close, Hatfield Peverel, Essex, CM3 2HB. The provider is registered to provide the following regulated activities: Family planning, Treatment of disease, disorder and injury, Maternity & midwifery services, Surgical procedures and Diagnostic & screening procedures.

Sidney House Surgery has approximately 11000 patients registered with this practice and also has a dispensary.

There are five GPs in total, two male and three female. The practice has five practice nurses and three healthcare assistants. The practice also employs a phlebotomist for a total of six hours per week. Clinicians are supported by a practice manager and a team of reception and administrative staff.

The practice population is predominantly White British with an age distribution of male and female patients mainly in the working age population group. The patients

come from a range of income categories with an average for the practice being in the ninth most deprived category. One being the most deprived and ten being the least deprived. The practice has a higher than average number of patients over the age of 65 years and about 9% of patients are over the age of 75 years which is in line with local averages but higher than national averages. Around 20% were under the age of 18 which is higher than local averages but higher than national averages.

The practice is part of an extended access service which is commissioned by the Mid Essex CCG. This service operates from four hub locations across the area. GP and nurse appointments provided by this service can be accessed between 6.30pm and 8pm on weekdays and also on Saturday and Sunday mornings. Appointments for this service can be booked via the practice. Between the hours of 8pm and 8am out of hours services can be accessed by calling NHS 111.