

# Kingsway Surgery

## Inspection report

Crouch Vale Medical Centre, Burnham Road  
South Woodham Ferrers  
Chelmsford  
CM3 5QP  
Tel: 01245321391

Date of inspection visit: 21 November 2022  
Date of publication: 30/12/2022

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 to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Kingsway Surgery on 21 November 2022. Overall, the practice is rated as **Good**. This was the first inspection of this service since they registered with The Care Quality Commission in 2020. This practice was previously registered at a different address.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

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

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities and it included all of the key questions: safe, effective, caring, responsive and well-led.

## 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:

- Conducting staff interviews using video conferencing.
- 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.
- Staff questionnaires.

## 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, patients, the public and other organisations.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Staff from the practice attended regular multi-disciplinary team meetings to support vulnerable patients.

# Overall summary

- Patients received effective care and treatment that met their needs. Updates from the National Institute for Clinical Care (NICE), were discussed at monthly clinical meetings and any actions were recorded and monitored for progress.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way. The practice had recently installed additional telephone lines and added information about the patient's place in the queue.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. The partners at the practice were approachable and visible within the practice. They engaged in local and national initiatives to improve patient care.

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

- Continue to collate the vaccination status for all staff in line with UK Health and Security Agency (UKHSA) guidance for staff vaccinations.
- Upload patient documents received from secondary care services onto the individual patient record in line with best practice.
- Continue to improve the uptake of cervical screening.

**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 Kingsway Surgery

Kingsway Surgery is located in South Woodham Ferrers in Chelmsford at:

Crouch Vale Medical Centre

Burnham Road

South Woodham Ferrers

Chelmsford

CM3 5QP

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, 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) patient population of about 13,950. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in the Dengie and South Woodham Ferrers Primary Care Network (PCN), which is made up of 8 GP practices.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the lowest decile (10 of 10). The lower the decile, the more deprived the practice population is relative to others. This practice is rated as 10.

According to the latest available data, the ethnic make-up of the practice area is 96.9% White, 1.3% Asian, 0.5% Black, 1.1% Mixed, 1.2% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of 2 GP partners, one of whom is the registered manager. The GP partners are supported by 3 salaried GPs. The practice has a team of 1 advanced nurse practitioner, 2 nurse prescribers, three practice nurses, and one healthcare assistant/phlebotomist. In addition, there is one practice manager, one assistant practice manager, supported by a team of secretaries, administrators and receptionists. The practice also employs allied healthcare professionals from the PCN.

The practice is open between 7.30 am to 6 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 available at local GP practices where evening appointments are available from 6.30pm to 8.30pm and appointments are available on a Saturday from 9am – 5pm.