

# Stanhope Surgery

## Inspection report

Stanhope Road  
Waltham Cross  
EN8 7DJ  
Tel:

Date of inspection visit: 9 December 2021  
Date of publication: 14/01/2022

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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



# Overall summary

We carried out an unannounced inspection at Stanhope Surgery on 9 December 2021. This inspection was focused on the management of access to appointments.

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

## **Why we carried out this inspection**

This inspection was undertaken in response to data/information we reviewed which suggested potential issues with access to appointments.

## **How we carried out the inspection**

This inspection included a site visit. The lead inspector and inspection manager spoke with staff on site.

Interviews were carried out with the practice manager.

We found that:

- People were able to access appointments in a timely way
- The practice offered a range of appointment types
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team included a lead inspector and an inspection manager.

## Background to Stanhope Surgery

Stanhope Surgery is located at Stanhope Road, Waltham Cross, Hertfordshire, EN8 7DJ.

Practice is open the following hours:

Monday 08:00-13:00,14:00-19:45

Tuesday 08:00-13:00,14:00-18:30

Wednesday 7:15- 8:00-13:00,14:00-19:45

Thursday 08:00-13:00,14:00-18:30 18:30-19:15

Friday 08:00-13:00,14:00-18:30

Saturday 10:00 - 12:00 (every two months)

Sunday Closed

Appointments are a mixture of on the day and 7 days in advance.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury. Stanhope Surgery provides services to approximately 6,500 patients through a General Medical Services (GMS) contract (a nationally agreed contract).

Stanhope Surgery is located within the Hertfordshire local authority and is one of 55 practices serving the NHS East and North Hertfordshire Clinical Commissioning Group (CCG) area. The practice has two registered managers in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

The practice team consists of two GP Partners and one salaried GP. The practice has one practice nurse, one nurse consultant, a practice manager and a team of administrative and reception staff members.

Data from Public Health England shows approximately 21% of people in the practice area are from Black and minority ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The Out of Hours service is provided by Herts Urgent Care and can be accessed via the NHS 111 service.