

# West Road Surgery

## 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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at West Road Surgery on 22 January 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.
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**We have rated this practice as good overall and good for all population groups.**

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice provided care in a way that kept patients safe and protected them from preventable 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 practice listened to their patients and organised and delivered services to meet patients' needs.
- Patients could access care and treatment in a timely way.
- The practice continually audited and developed the services they provided to ensure patient outcomes and satisfaction was improved.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Leaders had the capacity and skills to deliver high-quality, sustainable care.
- Staff told us they felt supported, valued and that management listened to their opinions.
- There was a focus on continuous learning and improvement at all levels of the organisation.

Areas where the provider **should** make improvements are:

- The practice **should** continue to monitor the prescribing of hypnotics to work towards a level comparable with local and national averages.
- The practice **should** continue the work to reduce the exception reporting rate for patients with diabetes.

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

<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

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser.

## Background to West Road Surgery

West Road Surgery is a GP surgery located in Southend on Sea, Essex. The surgery is on the first floor of a purpose built building and there are two other practices located in the same building as well as other health care services. The provider is registered with CQC to deliver the following regulated activities: diagnostic and screening procedures, maternity and midwifery services, and treatment of disease, disorder or injury.

West Road Surgery is situated within the Southend Clinical Commissioning Group (CCG) and provides services under the terms of a contract between the practice and NHS England for delivering services to the local community.

In April 2018, West Road Surgery merged with a neighbouring surgery, increasing its patient list size from 6,500 to approximately 11,000 patients.

The staff team comprises:

General Practitioners (salaried and partner)	<b>7</b>
Nurses	<b>5</b>
Healthcare Assistants	<b>2</b>
Receptionists	<b>8</b>
Management	<b>2</b>
Administrators	<b>2</b>
Secretaries	<b>2</b>

Information published by Public Health England (PHE), rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared

to the national and local average of 79 years. Female life expectancy is 81 years compared to the national and local average of 83 years. PHE prevalence for obesity and poor mental health are also higher than the local and national averages.