

Stanhope Surgery

Inspection report

Stanhope Road
Waltham Cross
Hertfordshire
EN8 7DJ
Tel: 01992 635300
<www.stanhopesurgery.nhs.uk

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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 responsive?

Good 

Overall summary

We carried out an announced comprehensive inspection at Stanhope Surgery on 12 April 2018. The practice was rated as requires improvement for providing responsive services, and the overall rating for the practice was good. We carried out an announced focused inspection at Stanhope Surgery on 22 May 2019, to check on the areas previously identified as requiring improvement.

The full comprehensive report on the April 2018 inspection can be found by selecting the 'all reports' link for Stanhope Surgery on our website at www.cqc.org.uk.

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 and good for all population groups. (Previous rating 04/2018 – Good).

We found that:

- The practice organised and delivered services to meet patients' needs.
- Patients found the appointment system easy to use. Patient comments and information collected by the practice demonstrated that patients were able to access care when they needed it.

At our previous inspection in April 2018 we told the provider they should make improvements in the following areas:

- Complete the review of the immunisation status of non-clinical staff and ensure a documented process is in place to evidence compliance.
- Ensure an effective system is in place for monitoring uncollected prescriptions.
- Continue to encourage patients to attend national screening programmes for breast cancer screening.
- Ensure all complaints are managed in accordance with recognised guidance and contractual obligations for GPs in England.

At our inspection in May 2019 we found:

- The provider had established and embedded a staff immunisation policy. All staff members had a record of vaccinations in place, which were in line with national guidance. The practice had a system to ensure this was reviewed on a regular basis.
- The practice had introduced a protocol for reviewing uncollected prescriptions. From the sample of documents we viewed, we found uncollected prescriptions were being managed appropriately. All uncollected prescriptions were monitored and clinically reviewed by a GP. Patient records were updated accordingly.
- The practice continued to encourage patients to attend national screening programmes. Information was displayed in the practice and on the practice website. The practice sent text messages out to patients to encourage uptake and a named GP took a lead role in telephoning patients who had failed to attend their screening appointment.
- The practice had reviewed their complaints policy. From the sample of documents we viewed, we found complaints received by the practice were being managed in accordance with the recognised guidance. The practice responded to all complaints within the set timescales and included information about the Parliamentary and Health Service Ombudsman as standard.

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

- Continue to monitor and ensure improvements to national patient survey results in all areas below average including access to the practice by telephone and the availability of appointments.
- Continue to encourage patients to attend national cancer screening programmes.

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

Population group ratings

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

Our inspection team

Our inspection was carried out by a CQC inspector.

Background to Stanhope Surgery

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

The provider is registered with CQC to deliver five 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 6,496 patients on 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 three male GP Partners and one female salaried GP. The practice has two practice nurses, one health care assistant, a practice manager and a team of administrative and reception staff members.

The practice population is ethnically diverse and data from Public Health England shows 21% of people in the practice area are from Black and minority ethnic groups. The practice serves a higher than average population of those aged 18 years and under and a lower than average population of those aged 65 years and over (2011 census). 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. Information about this is available in the practice, on the practice website and on the practice telephone line.