

Dr Maya Mistry & Dr Smitesh Patel

Inspection report

Crouch Vale Medical Centre, Burnham Road
South Woodham Ferrers
Chelmsford
CM3 5QP
Tel: 01245426898
www.greenwoodsurgery.co.uk

Date of inspection visit: 20 September 2022
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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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Dr Maya Mistry & Dr Smitesh Patel (Greenwood Surgery) on 20 September 2022. Overall, the practice is rated as **good**. This was the first inspection of this service since they registered with CQC in 2020.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

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.
- 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.

Overall summary

- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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 Dr Maya Mistry & Dr Smitesh Patel

Dr Maya Mistry and Dr Smitesh Patel is known locally as Greenwood Surgery and 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 6,800. 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. Dr Smitesh Patel is the clinical director for the PCN.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile. The data is ranked 1-10, with 1 being the most deprived and 10 being the least deprived. This practice is rated as 10.

According to the latest available data, the ethnic make-up of the practice area is 96.8% White, 3.6% Asian, 0.6% Black, 1.1% Mixed, 0.2 Other.

There is a team of 2 GP partners, one of whom is the registered manager. There is also 1 locum GP. The practice has a team of 2 part-time advanced nurse practitioners, 1 part-time practice nurse, 2 part-time healthcare assistants, a practice manager and an 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 8 am to 6.30 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 a local practice, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 57% Asian, 21% White, 15% Black, 4% Mixed, and 3% Other.

The age distribution of the practice population closely mirrors the local and national averages.