

Amwell Surgery

Inspection report

Medical Centre Fawkon Walk
Hoddesdon
Hertfordshire
EN11 8FG
Tel: 01992 464147
www.amwellsurgery.co.uk

Date of inspection visit: 20 Nov 2019
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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

Summary We carried out an announced comprehensive inspection at Amwell Surgery on 20 November 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.

We have rated this practice as good overall and good for all population groups.

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.
- The practice organised and delivered services to meet patients' needs. 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-centred care.

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

- Continue to take steps to improve uptake of women attending for their cervical screening.
- Continue to improve access to the practice by telephone.

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 team was led by a CQC lead inspector. The team included a GP specialist adviser and a practice manager specialist adviser.

Background to Amwell Surgery

Amwell Surgery provides a range of primary medical services to the local population from its premises at Medical Centre, Fawkon Walk, Hoddesdon, Hertfordshire, EN11 8FG.

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.

Services are provided on a General Medical Services (GMS) contract (a nationally agreed contract) to approximately 12,965 patients. The practice has one registered manager in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

The practice team consists of six GP partners, three of whom are female and three are male. There are three salaried GPs, one regular locum GP, two GP registrars,

three practice nurses, two health care assistants, a practice manager, a finance manager, a reception and administration manager and a team of reception and administration staff members.

The age of the practice population served is comparable to local and national averages. The practice has a slightly lower than average number of patients aged from five to 18 years old and a slightly higher than average number of patients aged from 65 to 84 years old. The practice population is predominantly white British and has a black and minority ethnic population of approximately 4.5% (2011 census). Information published by Public Health England, rates the level of deprivation within the practice population group as eight, 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.