

Market Square Surgery

Inspection report

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Waltham Abbey
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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

Requires improvement



Are services safe?

Inadequate



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an inspection of Market Square Surgery on 7th October 2019 due to the length of time since the last inspection. We previously inspected this practice on 24th October 2014. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Are services at this location safe?
- Are services at this location effective?
- Are services at this location well-led?

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 requires improvement overall and requires improvement for all population groups.

We have rated this practice as **Inadequate** for providing safe services because:

- Prescribing was not always in line with guidance.
- Action was not taken following patient safety alerts.
- Patients prescribed medicines that required monitoring, including high-risk medicines, were not being reviewed.
- Prescription stationery was not being tracked as it was distributed to clinicians around the practice.

We have rated this practice as **requires improvement** for providing effective services. Families, children and young people and working age people (including those recently retired and students) is rated as requires improvement for providing effective care because:

- The practice did not have suitable arrangements to identify and review the treatment of women of childbearing age on long-term medicines that may be of risk.
- Targets in relation to cervical screening had not been met. There were insufficient arrangements to monitor and improve performance.

We have rated this practice as **requires improvement** for providing well-led services because:

- Systems to identify, manage and mitigate risks were not effective.

The areas where the provider **should** make improvements are:

- Continue to review and improve Public Health data relating to cervical screening.

The areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

Our inspection team

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

Background to Market Square Surgery

Market Square Surgery is located in Waltham Abbey, Essex and provides GP services to approximately 13,300 patients who live in Waltham Abbey and the surrounding towns and villages. It is commissioned by West Essex Clinical Commissioning Group (CCG).

Waltham Abbey has variable levels of deprivation, being on the fifth more deprived decile. The Index of Multiple Deprivation ranks every small area in England from 1 (most deprived area) to 32,844 (least deprived area). Life expectancy of men and women is approximately two years below the CCG average. 58.2% of patients have a long-term health condition, compared to the CCG average of 48.9%.

The practice is governed by three GPs, two male and one female. There are two partners named on the registration certificate and the practice is in the process of adding a third partner. The practice is a training practice and therefore supports qualified doctors to complete the necessary training to become a GP.

We previously inspected this practice on 24th October 2014. We carried out this inspection due to the length of time since the previous inspection.

Since our previous inspection, the practice list size has grown considerably due to the closure of a neighbouring practice in 2018.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>Systems and processes had not been established and operated effectively to assess, monitor and mitigate risks relating to health, safety and welfare of patients because there were not effective systems to identify:</p> <ul style="list-style-type: none">• patients who may be subject to patient safety alerts;• pregnant women at risk due to their prescribed medicines;• patients who were being prescribed medicines contrary to published guidance;• patients prescribed high-risk medicines who may require additional monitoring or review;• the location of prescription stationery that was being used.