

Abbey Road Surgery

Inspection report

63 Abbey Road
Waltham Cross
Hertfordshire
EN8 7LJ
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www.abbeyroadsurgery.org.uk

Date of inspection visit: 17 Jan 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

We carried out an announced comprehensive inspection at Abbey Road Surgery on 17 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.

We have rated this practice as good overall, outstanding for long-term conditions population group and good for all remaining 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-centre care. Not all staff members felt that there was a good relationship at all times between staff and managers.

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

- Continue to take steps to ensure staff members' complete essential training relevant to their roles.
- Continue to improve levels of patient satisfaction particularly in relation to access

We saw one area of outstanding practice:

- The practice had developed a programme of multi-disciplinary afternoon sessions for patients who regularly attended the practice with long-term conditions. The aim of these sessions was to increase knowledge and awareness of managing long-term conditions and to support patients to better manage their conditions. The practice had held sessions on diabetes, COPD, hypertension and asthma and had worked with 60 patients during these sessions. Patients identified as requiring further support were referred to secondary care services and patient feedback showed that they now felt more confident in managing their conditions and more support was available to them.

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

Older people	Good 
People with long-term conditions	Outstanding 
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, a practice nurse specialist adviser and a second CQC inspector.

Background to Abbey Road Surgery

Abbey Road Surgery is located at 63 Abbey Road, Waltham Cross, EN8 7LJ. Abbey Road Surgery was purpose built in 1992. All patient consultations are held on the ground floor.

The provider is registered with CQC to deliver the 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 an General Medical Services (GMS) contract (a nationally agreed contract) to approximately 9,157 patients. Abbey Road 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 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 four GP Partners and two salaried GPs; five of which are male and one is female. There is one nurse practitioner, two practice nurse (one of which is a regular locum), a practice manager, an assistant practice 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 higher than the local and national average number of patients aged zero to four years old and a slightly lower than average number of patients aged 65 to 84 years old. The practice population is predominantly white British and has a black and minority ethnic population of approximately 21% (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 Hertfordshire 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.