



GP PRACTICE

The Tollesbury Practice

Also known as **Darcy Surgery**



Overall Good

25 High Street, Tollesbury, Maldon, Essex, CM9 8RG (01621) 869204

Provided and run by:

The Tollesbury Practice

Assessment report published 17 June 2026

Ratings

Overall	<u>Good</u> ●
Safe	<u>Good</u> ●
Effective	<u>Good</u> ●
Caring	<u>Good</u> ●
Responsive	<u>Good</u> ●
Well-led	<u>Good</u> ●

Our view of the service

Date of Assessment: 20 May 2026 to 1 June 2026. The Tollesbury Practice is a GP practice and delivers services to approximately 4732 people under a contract held with NHS England. According to the latest available data, the ethnic make-up of the service area is approximately 97.5% White, 0.7% Asian, 1% Mixed, 0.4% Black and 0.3% Other. Information published by the Office for Health Improvement and Disparities shows deprivation within the service population group is in the 7th decile (7 of 10). The lower the decile, the more deprived the service population is relative to others.

This was a focused assessment. We undertook this assessment due to the length of time since our last assessment. We assessed 10 quality statements from across all 5 key questions. This assessment considered the demographics of the people using the service, the context the service was working within and how this impacted service delivery. Where relevant, further commentary is provided in the quality statements section of this report.

SAFE: Staff kept facilities clean and maintained equipment appropriately to ensure people were kept safe. They assessed and managed the risk of infection well and took steps to control the risk of it spreading. There were enough staff with the right skills, qualifications and experience.

EFFECTIVE: Staff supported people to live healthier lives, monitoring their care and treatment to ensure they received positive and consistent outcomes.

CARING: Staff treated people with kindness, empathy and compassion, and respected their privacy and dignity.

RESPONSIVE: People could access care, treatment and support when they needed it. Leaders and staff were alert to discrimination and inequality that could disadvantage groups of people who used the service and sought ways to address any barriers.

WELL-LED: The service had a clear vision and strategy, which considered the needs of the people who used their service and the wider community. Staff understood their individual roles and responsibilities. Leaders accounted for the actions, behaviours and performance of staff through clear and effective governance processes.

People's experience of this service

As part of our assessment, we reviewed feedback from people who used the service to understand their views and experience of the service. This included oversight of online reviews made by patients and other feedback available to us. People were positive about the quality of their care and treatment. They described how staff treated them with kindness and compassion and respected their privacy. This was mirrored in the results of recent surveys, including the 2025 National GP Patient Survey, which showed most people were satisfied with the service. There was an established and active Patient Participation Group (PPG) who represented the views of people using the service. Documents reviewed demonstrated that the practice leaders were supportive, responsive and actively engaged with the PPG to help support people using the service.
