

Chalgrove and Watlington Surgeries

Inspection report

The Chiltern Surgery
Hill Road
Watlington
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Date of inspection visit: 15 May 2019
Date of publication: 03/06/2019

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 

Overall summary

We carried out a comprehensive inspection of Chalgrove and Watlington Surgeries in October 2018. The practice was rated good overall but had breached a regulation resulting in a rating of requires improvement for providing safe services.

Subsequent to the October 2018 inspection our inspection and monitoring system changed and we carried out an annual regulatory review on 3 May 2019 and reached a decision to follow up the breach of regulation with a focused inspection. This inspection was carried out on 15 May 2019 when we found the practice had addressed the issues that gave rise to the breach of regulation. We have therefore updated the rating of provision of safe services to good and the practice remains rated good overall.

At the focused inspection on 15 May 2019 we specifically found:

- The practice had ensured separation of specimens awaiting collection from medicines requiring refrigeration by installing specimen holding refrigerators.
- The management of the cold chain for medicines requiring refrigeration had improved. Systems in place ensured that any interruption to the cold chain were reported and dealt with immediately they were identified.
- The system enabling nurses to administer vaccines and other medicines without individual prescriptions was meeting legal requirements.

Details of our findings and the evidence supporting the change in rating are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

This inspection was carried out by a CQC inspector because it was a focused follow up inspection.

Background to Chalgrove and Watlington Surgeries

Chiltern Surgery in Watlington was purpose built in 2004. There is accommodation for district nurses and health visitors in this surgery. The Brook Surgery in Chalgrove was built in 2006 and is situated at the edge of the village. There are approximately 7,400 patients registered at the practice. The practice serves a high number of patients living in local villages and rural locations. There is a higher proportion of patients between 45 and 70 years old. Data shows that there is a low incidence of income deprivation among the registered population. The registered population is also predominantly white British with only 2.5% of the population originating from other ethnic groups.

The practice has six GPs (four females and two males). Of these four work part time thus making a total of 4.75 whole time GPs. There are three practice nurses whose working hours make up two whole time nurses. The four health care assistants are equivalent to just over one full time member of staff in this group. The clinical team is supported by a practice manager and a team of 13 reception and administration staff.

The practice is open between 8am and 6.30pm Monday to Friday. Although one of the two sites closes on different days at 2pm, one site was always open until 6.30. Extended hours appointments are provided on Saturday mornings between 8am and 10.50am at one of the sites and this was alternated between sites each week. One weekday the practice opens for appointments from 7.30am. There were arrangements in place for patients to access emergency care from an Out of Hours provider.

Chalgrove and Watlington Surgeries is registered to provide the regulated activities of: Treatment of disease, disorder and injury; Surgical procedures; Diagnostic and screening procedures; Family planning and Maternity and midwifery services from both the following sites:

The Brook Surgery, High Street, Chalgrove, OX44 7AF and
The Chiltern Surgery, Hill Road, Watlington, OX49 5AF

We visited both practice sites during the inspection.