

The Moat House Surgery

Inspection report

Worsted Green

Merstham

Surrey

RH1 3PN

Tel: 01737 642207

www.themoathousesurgery.co.uk

Date of inspection visit: 10 July 2019

Date of publication: 09/09/2019

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 

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 The Moat House Surgery on 10 July 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:

- Patients received effective care and treatment that met their needs. The practice had an efficient system for handling correspondence and test results to ensure there were no delays for the patient.
- 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 practice had a very low rate of patients who did not attend booked appointments.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Review and ensure systems for checking nurse registration status are embedded and formalise clinical supervision of staff employed in advanced clinical roles.
- Improve awareness of signs of sepsis for non-clinical staff.
- Review and improve the system for the recording of safety alerts to ensure identified actions have been completed.
- Review and improve the system for checking if PGDs have been signed by the appropriate staff members.

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 advisor and a practice manager specialist advisor.

Background to The Moat House Surgery

The Moat House Surgery is based within a purpose-built property in East Surrey. The practice provides general medical services to approximately 11,800 patients.

The practice has five GP partners and three salaried GPs (three male and five female). They are supported by one nurse practitioner, one nurse prescriber, three practice nurses, one healthcare assistant, two phlebotomists, a practice manager, a patient services manager, an administration manager, an IT & data quality manager and a team of clerical and reception staff.

The practice has a slightly higher than average number of patients from birth to 14 years and over 85 years, there is a slightly lower than average number of patients aged 20 to 30 years and 70 to 84 years old. The practice also has a higher than average number of patients with long standing health conditions. The practice is located in an area that is considered to be in the fourth least deprived area nationally, however the practice area includes one of three recognised areas of deprivation in Reigate and Banstead and has a higher than average number of children and older people affected by income deprivation.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours pre-bookable appointments are offered 7.30am to 8am Monday to Thursday, 6.30pm to 7pm Thursday evenings and a sit and wait clinic is

offered on Saturday mornings from 8.30am to 10:30am. When the practice is closed patients are advised to call NHS 111 where they will be given advice or directed to the most appropriate service for their medical needs. The practice was part of a federation of GP practices that offer evening and weekend appointments.

Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hour's service by calling the surgery or viewing the practice website www.themoathousesurgery.co.uk.

The practice offers services for its patients including; asthma clinics, child immunisation clinics, chronic disease management, smoking cessation, health checks and travel vaccines and advice.

The Moat House Surgery is registered with the CQC to provide the regulated activities; Treatment of disease, disorder or injury; Diagnostic and screening procedures; Maternity and midwifery services; Family planning and Surgical Procedures.

Services are provided from
The Moat House Surgery

Worsted Green
Merstham
Surrey
RH1 3PN.