

Staines Thameside Medical

Inspection report

5 Chertsey Lane

Staines

Middlesex

TW18 3JH

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www.stainesthamesidemedical.co.uk/index.html

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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?

Requires improvement



Overall summary

We carried out an announced focused inspection at Staines Thameside Medical on 29 March 2019. This was to follow up on a breach of regulations identified at our previous inspection. At our previous inspection on the 6 November 2018 we found that the provider did not demonstrate they had acted where risks were identified. We issued a warning notice regarding these risks. The details of these can be found by selecting the 'all reports' link for Staines Thameside Medical on our website at www.cqc.org.uk.

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

This practice remains rated as good overall and requires improvement for providing safe services.

At this inspection we found the practice had made some improvement but was not fully compliant with the warning notice; in particular;

- The practice had updated protocols in relation to managing infection prevention and control.
- The practice had up to date risk assessments in relation to fire safety issues. However the practice had not completed actions identified by these risk assessments and had no plan to do so.

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

- Ensure that care and treatment is provided in a safe way.

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

Our inspection team

Our inspection team consisted of a Care Quality Commission (CQC) lead inspector.

Background to Staines Thameside Medical

Staines Thameside Medical is located in a two storey converted residential property with patient access rooms on both floors. At the time of our inspection there were approximately 4,200 patients on the practice list. The practice holds a General Medical Services (GMS) contract and provides GP services commissioned by North West Surrey Clinical Commissioning Group (CCG) on behalf of NHS England. A GMS contract is one between the practice and the CCG where elements of the contract such as opening times are standard.

The practice has two GP partners (both female) who are supported by two nurses, a practice manager, as well as reception and administration staff.

The practice is open from 8am to 6:30pm Monday to Friday. Patients requiring a GP outside of normal hours are advised to call the NHS 111 service or 999 for medical emergencies.

The practice is part of a federation of GP practices that offer evening appointments until 9pm and weekend appointments 9am until 12pm. These appointments are run from locations in Walton-on-Thames, Ashford, Sunbury-on-Thames and Woking. The federation also provides access to NHS GPs through a smart phone app.

For further details about the practice please see the practice website:

The practice is registered with CQC to provide the following regulated activities; Diagnostic and screening procedures, Treatment of disease, disorder or injury, Family planning services and Surgical procedures.

The service is provided at the following location:

5 Chertsey Lane, Staines, Surrey TW18 3JH.

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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider had failed to ensure that the premises used by the service provider are safe to use for their intended purpose and are used in a safe way:</p> <ul style="list-style-type: none">• The provider had not completed actions identified in health and safety/ fire risk assessments. <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>