

# East Horsley Medical Centre

## Inspection report

Kingston Avenue  
East Horsley  
Leatherhead  
Surrey  
KT24 6QT  
Tel: 01483284151  
www.horsleydocs.co.uk

Date of inspection visit: 10 September 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 East Horsley Medical Centre on 10 September 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Effective
- Well-led

During inspection we viewed evidence that led to our decision to expand the inspection to include the following key question:

- Safe

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 for all the key questions**. We have rated the practice as **good for the population groups with the exception of families, children and young people which is rated as requires improvement**.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm, however, not all significant events were recorded on the significant event log.
- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The provider **should**:

- Review the significant event log and reporting practices so that all incidents have been recorded and logged appropriately, and that all opportunities for learning are reviewed.
- Continue to review and improve the uptake of cervical smears.
- Improve the care and treatment of families, children and young people in relation to the uptake of childhood immunisations.
- Take action to improve diabetes exception reporting.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a practice manager specialist adviser.

## Background to East Horsley Medical Centre

East Horsley Medical Centre is located in East Horsley village, a residential area of Leatherhead. There is a pharmacy located nearby and transport support from local community services.

Services are provided from:

Kingston Avenue  
East Horsley  
Leatherhead  
Surrey  
KT24 6QT

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning services, surgical procedures and treatment of disease, disorder or injury.

East Horsley Medical Centre is situated within the NHS Guildford and Waverley Clinical Commissioning Group (CCG) and provides services to 10,500 patients under the terms of a personal medical services (PMS) contract.

The provider is a partnership, made up of three GP partners (male and female). The practice employed two female salaried GPs, three female nurse practitioners and three female practice nurses. In addition, the practice employed a healthcare assistant and phlebotomist

(female), a practice manager, business manager, deputy manager and office/reception managers and several administrative staff. The practice is part of any wider network of GP practices.

There are higher than average number of patients over the age of 65 and a lower than national average of patients with a long-standing health condition with lower than average deprivation levels affective older people and children. Information published by Public Health England, rates the level of deprivation within the practice population group as 10, on a scale of one to ten. Level 10 represents the lowest levels of deprivation and level one the highest. Male life expectancy is 84 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.

The practice is open from 8.30am to 6.30pm Monday to Friday with extended hours appointments available on a Friday morning from 7.30am to 8.30am. Extended GP hours are also available between 6pm and 8pm Monday to Friday, between 8am and 12pm Saturday and 10am and 2pm Sunday via the local CCG extended access programme.

The practice has opted out of providing Out-of-Hours services to its own patients and uses the services of a local Out-of-Hours provider when it is closed.

More information in relation to the practice can be found on their website:

[www.horsleydocs.co.uk](http://www.horsleydocs.co.uk)