

Riverside Surgery

Inspection report

48 Worthing Road
Horsham
West Sussex
RH12 1UD
Tel: **01403 274700**
www.riversidesurgeryhorsham.co.uk

Date of inspection visit: 6 December 2019 to 6
December 2019
Date of publication: 13/02/2019

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 Riverside Surgery on 6 December 2018 as part of our inspection programme. This was the first inspection of this service since registration on 15 May 2018.

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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

- There was a clear leadership structure and staff felt supported by management.
- Staff worked well together as a team and all felt supported to carry out their roles. There was a strong team ethos and culture of working together for a common aim.
- The practice had utilised the care coordinator role to good effect in the practice. Vulnerable patients and their families could self-refer or be referred by a team member. Evidence we saw demonstrated positive outcomes for patients who had participated in this service.

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

- Review and introduce sepsis and acutely unwell patient protocols and training to support the practice reception team.
- Review the current level of feedback from the secondary care anti-coagulation service to seek reassurances for practice clinicians, as the accountable prescribers, that patients are receiving blood tests at the correct intervals.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 adviser, and a PM specialist adviser.

Background to Riverside Surgery

Riverside Surgery provides general medical services and at the time of our inspection there were approximately 8,200 patients on the practice list. The practice is located in an area that is considered to be in the least deprived centile nationally.

Riverside Surgery is run by three partners, two male and one female. The practice is also supported by three salaried GPs, a practice nurse, a health care assistant, a team of administrative staff, a care coordinator, an assistant practice manager and a practice manager.

The practice runs a number of services for its patients including asthma clinics, child immunisation clinics, diabetes clinics, new patient checks and holiday vaccines and advice.

The practice is registered with CQC to provide the following regulated activities:

- Maternity and midwifery services
- Diagnostic and screening procedures
- Treatment of disease, disorder or injury
- Family planning services
- Surgical procedures

Services are provided from:

48 Worthing Road

Horsham

West Sussex

RH12 1UD

Opening hours are:

Monday 8am – 6:30pm

Tuesday 8am – 6:30pm

Wednesday 8am – 6:30pm

Thursday 8am – 6:30pm

Friday 8am - 6:30pm

The practice is also part of the Horsham hub of GP practices that offer evening appointments and weekend appointments.

During the times when the practice is closed, the practice has arrangements for patients to access care from an Out of Hours provider.

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

www.riversidesurgeryhorsham.co.uk