

Austen Road Surgery

Inspection report

1 Austen Road
Guildford
Surrey
GU1 3NW
Tel: 01483564578
www.austenroadsurgery.co.uk

Date of inspection visit: 05 December 2018 to 05 December 2018
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Inadequate



Overall summary

We carried out an announced focused inspection at Austen Road Surgery on 5 December 2018.

At this inspection we followed up on breaches of regulations identified at our previous inspection in June 2018. The ratings remain unchanged from the June 2018 inspection as the purpose of this inspection was to review compliance against the warning notices issued.

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.

At this inspection we found, the practice had made significant improvements and was compliant with the warning notices, in particular:

- A system was in place to address health and safety within the practice including the risk of fire, control of substances hazardous to health (COSHH), electrical safety and legionella.

- A system was in place for security and monitoring of prescription forms.
- We saw evidence of significant events being analysed, reviewed and disseminated in the practice.
- Safety alerts were managed appropriately to ensure action was taken to protect patients from harm.
- We saw evidence that training for staff had been reviewed and was underway with the introduction of an online training system. However, this would take more time to demonstrate that this was embedded and there were significant areas that still required attention.
- The complaints procedures had been updated to ensure all final correspondence included signposting to the next steps if the complainant was unhappy with the response to their complaint.

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

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a practice manager specialist advisor.

Background to Austen Road Surgery

The practice holds a General Medical Services (GMS) contract and provides a range of services to approximately 7,300 patients. The practice has low levels of deprivation and is within the least deprived decile nationally.

The practice has three partner GPs and one salaried GP (two male, two female). The practice also employs a specialist nurse practitioner, a practice nurse and a healthcare assistant/phlebotomist. GPs and nursing staff are supported by a practice manager and office manager as well as a team of administration staff.

The provider is registered for four regulated activities, these being, Diagnostic and screening procedures, Family planning, Maternity and midwifery services and Treatment of disease, disorder or injury.

The practice runs a number of clinics for its patients which include child development and immunisations, diabetic, and antenatal clinics.

Services are provided from:

1 Austen Road, Guildford, Surrey, GU1 3NW

The practice is open 8am to 6.30pm. Most morning GP sessions run from 8.30am to 12pm, with most afternoon sessions running from 3pm till 6pm. This varies according to the working hours of individual GPs and times are displayed in the practice handbook and on the website. Every day there is a male and female GP available.

There were arrangements in place for patients to access emergency care from an Out of Hours provider.

Additional information in relation to the practice can be found on their website www.austenroadsurgery.co.uk.