

# The Guildford Rivers Practice

## Inspection report

Hurst Farm Surgery Chapel Lane  
Milford  
Godalming  
Surrey  
GU8 5HU  
Tel: 01483415885

Date of inspection visit: 11 Dec 2020  
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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?

Good



# Overall summary

We carried out an announced comprehensive inspection at The Guildford Rivers Practice on 11 December 2019 as part of our inspection programme.

We had previously carried out an announced comprehensive inspection at The Guildford Rivers Practice in October 2014 and a follow up inspection in August 2015. The practice was last rated as Good overall and Good in all domains. All of the practices' previous reports can be found by selecting the 'all reports' link for The Guildford Rivers Practice on our website [www.cqc.org.uk](http://www.cqc.org.uk)

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Is it Safe
- Is it Effective
- Is it Caring
- Is it Responsive
- Is it Well led

**We have rated this practice as requires improvement overall, with safe and effective being requires improvement and caring, responsive and well led being good. All of the population groups have been rated as requires improvement as the concerns found in the effective domain affect all of the population groups.**

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 rated the practice **requires improvement** for providing safe and effective care because:

- Some of the systems and processes in place to keep patients safe required improvement. For example: the practice had not completed a recent infection prevention control audit and safety alerts and significant events were being acted upon but the recording of this was not sufficient. The practice was not monitoring the Advanced Nurse Practitioner's

prescribing and the monitoring of low risk medication reviews were not always recorded on patients notes or being completed before further prescriptions were issued.

- Lack of completion of second cycle audits and gaps in staff training meant that the practice was not always being effective in the way it managed its service.

We rated the practice **good** for providing caring, responsive and well led care because:

- Patients received 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.
- 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 areas where the provider must make improvements are:

- Ensure that care and treatment is provided in a safe way.
- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out their duties.

(Please see the specific details on action required at the end of this report).

The areas where the provider should make improvements are:

- Review and continue to monitor cervical screening to meet the Public Health England screening rate target.
- Review and improve child immunisation rates to meet World Health Organisation (WHO) targets.
- Review the fire risk assessment to ensure it covers fire marshals and the way in which the alarm is raised.

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

# Overall summary

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

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

## Background to The Guildford Rivers Practice

The Guildford Rivers Practice is situated in Godalming in Surrey and provides a range of services to approximately 3,400 patients.

The practice has two GP partners (female and male), one salaried GP and two long term locums. The practice is supported by an Advanced Nurse Practitioner and a healthcare assistant. The practice is also supported by a team of receptionists, administrators and a practice manager.

The practice provides a range of services to patients including infant and adult immunisations, wound dressing and removal of stitches and smoking cessation support.

Based on data available from Public Health England, the levels of deprivation in the area served by the practice showed the practice is located in a less deprived area than national averages, ranked at 10 out of 10, with 10 being the least deprived. (Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial).

Services are provided from one location:

Hurst Farm Surgery Chapel Lane, Milford, Godalming, Surrey, GU8 5HU

The Guildford Rivers Practice is open 8am to 6.30pm Monday to Thursday and 8am to 1.30pm.

Patients can be offered weekday evening appointments between 6pm and 8pm, and weekend appointments (Saturday 8am - 12pm, Sundays 10am - 2pm) through a local federation of GP practices. These appointments are run from several locations in the Guildford and Waverley area. Patients are able to access Out of Hours services through NHS 111.

For information about practice services, opening times and appointments please visit the NHS website at <https://www.nhs.uk/service-search/>

The practice is registered to provide the following regulated activities:

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

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><b>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</b></p> <ul style="list-style-type: none"><li>• By not adequately recording safety alerts and significant events and the actions taken.</li><li>• By not monitoring low risk medication reviews or recording when reviews have happened on patients notes and by issuing further prescriptions before reviews were completed.</li><li>• By not recording or completing second cycle audits.</li><li>• The practice was not monitoring the Advanced Nurse Practitioner's prescribing.</li></ul> <p><b>There was no assessment of the risk of, and preventing, detecting and controlling the spread of infections, including those that are health care associated. In particular:</b></p> <ul style="list-style-type: none"><li>• By not completing Infection prevention control audits.</li></ul>
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 18 HSCA (RA) Regulations 2014 Staffing</p> <p><b>The service provider had failed to ensure that persons employed in the provision of a regulated activity received such appropriate support, training, professional development, supervision and appraisal as was necessary to enable them to carry out the duties they were employed to perform. In particular:</b></p> <ul style="list-style-type: none"><li>• Staff had not completed all of the required training. For example, equality and diversity, infection control, fire awareness training and hand hygiene.</li></ul>