

The Village Surgery

Inspection report

Southwater Health Centre
Station Road, Southwater
Horsham
West Sussex
RH13 9HQ
Tel: 01403 730016
www.southwatersurgery.co.uk

Date of inspection visit: 21 February 2019 to 21 February 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 The Village Surgery on 21 February 2019 as part of our inspection programme.

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.
- The practice had utilised the care coordinator role to good effect in the practice supporting patients with complex health and social care needs.

The areas where the provider **should**:

- Review the security of rooms that are required to be kept locked to ensure staff maintain this protocol.
- Keep the infection control audit programme under review to ensure future audits are completed in a more regular timeframe.
- Review the patient group directives (PGDs) to ensure they are signed and authorised at the appropriate times.

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 The Village Surgery

The Village Surgery offer primary medical services via a general medical services (GMS) contract to approximately 8,900 registered patients. The practice provides services to a lower number of patients who are aged 65+, when compared with the local clinical commissioning group (CCG) and England average. The practice is in an area with low deprivation levels compared to the CCG and national average.

The practice clinical staff comprises four GP Partners (two male and two female), three practice nurses, two health care assistants and one of the healthcare assistants also has a role as a care co-ordinator. The practice is supported by a team of administration staff including a practice administrator and a reception and secretarial team. Day to day management is undertaken by a practice manager.

The practice runs a number of services for its patients including minor surgery, asthma clinics, child immunisation clinics, diabetes clinics, new patient checks, and weight management support.

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:

Southwater Health Centre
Station Road, Southwater
Horsham
West Sussex
RH13 9HQ

The practice is open between 8.00am and 6.30pm on a Monday to Friday and on two Saturday mornings a month between 8.00am and 12.00 noon. Additionally, the practice is open from 7:00am on Tuesday and evening appointments are provided until 7:30pm on Mondays and Wednesdays.

The practice is also part of a local hub of GP practices, now managed by a GP federation, that offer an improved access service including evening 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.southwatersurgery.co.uk