

# Grove Medical Centre

## Inspection report

The Grove Medical Centre  
The Grove, Church Road  
Egham  
Surrey  
TW20 9QJ  
Tel: 01784 433159  
[www.thegrovemedicalcentre.co.uk](http://www.thegrovemedicalcentre.co.uk)

Date of inspection visit: 9 April 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 Grove Medical Practice on 09 April 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.

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

- Review policies to ensure they refer to the most current guidance. In particular; review the practice policy for staff vaccinations to ensure staff vaccinations are maintained in line with current Public Health England guidance.
- Review and improve protocol for monitoring vaccine fridge temperatures.
- Consider more formal recording of business strategy.
- Review and improve how signposting information could be included in complaint responses.

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

**Dr Rosie Benneyworth** 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>Good</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 advisor, a practice manager specialist advisor and a CQC inspection manager.

## Background to Grove Medical Centre

Grove Medical Centre is located in a residential area of Egham and provides general medical services to approximately 14,100 patients. The practice is a training and teaching practice. (A training practice has GP trainees who are qualified doctors completing a specialisation in general practice.) The practice also provides training for nurses and paramedic practitioners.

There are three GP partners (two male and one female) and three salaried GPs. The GPs are supported by three female practice nurses, two healthcare assistants, a team of receptionists, administrative staff, a practice manager, a deputy practice manager and an assistant practice manager. At the time of our visit there were two GP registrars attached to the practice.

Data available to the Care Quality Commission (CQC) shows the practice serves a higher than average number of patients who are aged between 35 and 54 years of age when compared to the national average. The number of patients aged 60 to 79 is slightly lower than average. The number of registered patients suffering income deprivation (affecting both adults and children) is below the national average.

The practice is open Monday to Friday between 8am and 6.30pm. Extended hours appointments are offered every Saturday morning from 8am to 11am with appointments

available to see either a GP or a nurse. Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hour's service by calling the surgery or viewing the practice website.

The practice is part of a federation of GP practices that offer evening appointments until 9pm and weekend appointments 9am until 12pm. These appointments are run from locations in Walton-on-Thames, Ashford, Sunbury-on-Thames and Woking. The federation also provides access to NHS GPs through a smart phone app.

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

The practice runs a number of services for its patients including; chronic disease management, new patient checks, smoking cessation, phlebotomy, 24-hour blood pressure monitoring, travel vaccines and advice.

Services are provided from one location.

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The practice has a General Medical Services (GMS) contract with NHS England. (GMS is one of the three contracting routes that have been available to enable commissioning of primary medical services). The practice is part of NHS North West Surrey Clinical Commissioning Group. Out of hours care is accessed by contacting NHS111.

Grove Medical Centre is registered by CQC to carry out the following regulated activities, Maternity and midwifery services, Family planning services, Treatment of disease, disorder or injury, Surgical procedures and Diagnostic and screening procedures.