

Wayside Medical Practice

Inspection report

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waysidesurgery.nhs.uk

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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 well-led? | | Good |  |

Overall summary

We carried out an announced focused inspection at Wayside Medical Practice on between 17 – 22 November 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring – Good (carried over from last inspection)

Responsive – Good (carried over from last inspection)

Well-led - Good

Following our previous inspection in September 2021 the practice was rated Requires Improvement overall and for the key questions Safe, Effective and Well Led. The data and evidence we reviewed in relation to the caring and responsive key questions as part of this inspection did not suggest we needed to review the rating at this time. This inspection included aspects of the responsive key question in relation to access only.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Wayside Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

The practice had been previously rated as Requires Improvement in September 2021. This inspection was to follow up breaches of regulations 12: Safe care and treatment and 17: Good governance as identified in our previous inspection.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing facilities.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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

Overall summary

We found that:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- There were adequate systems to assess, monitor and manage risks to patient safety.
- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation and high risk medicines.
- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There were evidence of systems and processes for learning and continuous improvement.
- Staff had received the required immunisations which were centrally recorded.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- There was an effective system for recording and acting on safety alerts.
- Test results were followed up appropriately in order to diagnose long-term conditions. For example, diabetes.
- Systems and processes had been reviewed and updated as appropriate and were operating as leaders intended.

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

- Review and continue to monitor cervical screening to meet the UK Health and Security Agency uptake target.
- Continue to take action to reinstate the patient participation group.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector and included a further CQC inspector. Inspectors spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Wayside Medical Practice

Wayside Medical Practice provides general medical services to approximately 5,700 patients. The practice also provides care and treatment for the residents who are registered at the practice and who live in nearby care homes, which serve individuals with a diagnosis of dementia or who have nursing care needs. They also provide GP services to a local medium and low secure hospital for male patients.

Services are provided from Wayside Medical Practice which is a purpose-built building co-located with other healthcare organisations.

This is a single-handed practice with one full time GP and 2 regular locum GPs who provide additional cover. There is also an advanced nurse practitioner, a practice nurse and a healthcare assistant. GPs and nurses are supported by the practice manager and a team of reception/administration staff.

Information published by UK Health and Security Agency shows that deprivation within the practice population group is rated 8 out of 10. The lower the decile, the more deprived the practice population is relative to others. (Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial).

According to the latest available data, the ethnic make-up of the practice area is 4% Asian, 93% White, 1% Black, and 2% Mixed and 0.6% other.

Patients requiring a GP outside of normal working hours are advised to contact the NHS 111 service where they will be given advice or directed to the most appropriate service for their medical need.

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

Diagnostic and screening procedures

Treatment of disease, disorder or injury

Maternity and midwifery services

Family planning services

Surgical procedures

For further details please see the practice website: www.waysidesurgery.nhs.uk