

Guildowns Group Practice

Inspection report

Wodeland Avenue Surgery
91-93 Wodeland Avenue
Guildford
Surrey
GU2 4YP
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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.

Overall summary

We carried out an unannounced focused inspection of this service in response to concerns at Guildowns Group Practice.

We previously carried out an announced comprehensive inspection at Guildowns Group Practice on 10, 11 and 17 December 2019 as part of our inspection programme. At this inspection the practice was rated as Requires Improvement overall and in safe, effective and well led. The full comprehensive report for the December 2019 inspection can be found by selecting the 'all reports' link for Guildowns Group Practice on our website

We are mindful of the impact of COVID-19 pandemic on our regulatory function. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

This inspection on 20 August 2020 did not result in any new ratings.

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 found that:

- in the small sample of individual care records that we reviewed suspected cancer referrals had been completed in a timely manner.
- role specific induction plans and adequate supervision were not in place for staff in new job roles.
- significant events were not always used to monitor trends and did not always drive improvement.

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

Our inspection team

Our inspection team consisted of a CQC lead inspector and a GP specialist advisor.

Background to Guildowns Group Practice

Guildowns Group Practice is a large training practice providing services from four sites in Guildford. Three of the sites are GP surgeries and the fourth is a university medical practice. There are approximately 20,200 patients on the group practice list and patients can choose to attend any of the four surgeries. The group practice has a lower than average number of patients from birth to 14 years and 40 to 80 years. The practice has a higher than average number of patients between 15 and 29 years, this is due to providing GP care on a university site. The practice provides services to a very mixed population, including two very deprived areas and a university site.

The practice has eight partners and seven salaried GPs (male and female). They are supported by a pharmacist, four practice nurses, two healthcare assistants/phlebotomists, a management team, administrative staff and patient services staff. Most of the clinical staff and some of the non-clinical staff work across more than one location and staff can work across all four locations if required. At the time of our inspection there were three GP registrars training with the practice. The practice is also providing training for physician associates. (A training practice has GP trainees who are qualified doctors completing a specialisation in general practice.)

Wodeland Surgery is a purpose-built surgery and approximately 7,500 patients are registered at this location. The Oaks is a converted residential property with approximately 4,000 patients registered. Stoughton Road is a converted shop with approximately 4,500 patients registered. The Student Health Centre is a purpose-built property which is shared with other health and wellbeing services on the University of Surrey campus, with approximately 3,000 patients registered. The Oaks and Stoughton Road have higher levels of chronic illness than the other locations and The Student Health Centre patients are primarily 18-30 years old and are students and their families.

This service is provided at the following sites and during this inspection we visited the Stoughton Road Surgery site:

Wodeland Surgery, 91-93 Wodeland Avenue, Guildford, Surrey, GU2 4YP.

The Oaks Surgery, Applegarth Avenue, Park Barn, Guildford, Surrey, GU2 8LZ.

Stoughton Road Surgery, 2 Stoughton Road, Guildford, Surrey, GU1 1LL.

The Student Health Centre, Stag Hill, University of Surrey, Guildford, Surrey, GU2 7XH.

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

When the surgeries are closed patients can be seen at the other locations. In addition to pre-bookable appointments that could be booked up to six weeks in advance, urgent appointments were also available for patients that needed them, although these may be offered at any of the four locations.

Patients requiring a GP outside of normal working hours are advised to contact the NHS GP out of hours service NHS 111. Patients are informed how to access this service through the practice website and leaflet and by a recorded telephone message if they call the practice outside normal working hours.

For further details please see the practice website:

This section is primarily information for the provider

Enforcement actions

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. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	A warning notice was issued against the provider which required them to become compliant with Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
Maternity and midwifery services	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:
Surgical procedures	<ul style="list-style-type: none">• Recording of significant events had not been used to identify trends or drive improvement.• There was not role specific training in place for staff in new roles.• There was not adequate supervision or monitoring of staff to ensure that referrals were completed in a timely manner.
Treatment of disease, disorder or injury	