

The Groves Hinchley Wood

Inspection report

3 - 4 Station Approach
Hinchley Wood
Esher
KT10 0SP
Tel: 020 8335 6600
www.thegroveshinchleywood.co.uk

Date of inspection visit: 15 Jan 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 Groves Hinchley Wood on 15 January 2019 as part of our inspection programme. We had inspected the practice, under its previous name, The Lantern Surgery, in September 2017, where the practice was rated as Good.

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 for a common aim.
- The practice had created a website where patients were able to e-mail Doctors. E-mails were answered daily and the practice provided evidence to demonstrate that this had significantly reduced the number of phone consultations, visits to the practice and appointments required.

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

- Review and continue to monitor cervical smear screening to meet Public Health England screening rates.

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 Groves Hinchley Wood

The Groves Hinchley Wood holds a contract to provide general medical services and at the time of our inspection there were approximately 5,700 patients on the practice list. The practice is located in an area that is considered to be in the least deprived centile nationally.

The provider, Groves Medical Centre, also has three other locations in the Kingston, Merton and Richmond area. The provider is responsible for many management activities including HR and recruitment, policies and procedures and training.

The Groves Hinchley Wood is run by eight partners, however only one of the partners (female) works at the practice. The practice is also supported by a three salaried GP, a practice nurse, a healthcare assistant, a team of administrative staff and a practice manager.

The practice runs a number of services for its patients including asthma clinics, child immunisation clinics, diabetes clinics, new patient checks and holiday vaccines and advice.

Services are provided from:

3 - 4 Station Approach, Hinchley Wood, Esher, KT10 0SP

Opening hours are:-

Monday 8am – 7:30pm

Tuesday 8am – 7:30pm

Wednesday 8am – 6:30pm

Thursday 8am – 6:30pm

Friday 8am - 6:30pm

The practice is also part of a hub of GP practices that offer evening appointments until 9pm and weekend appointments. These appointments are not run from the practice but from separate locations in Leatherhead, Epsom and on the Downs.

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:

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