

Grove Medical Centre

Inspection report

The Grove Medical Centre
The Grove, Church Road
Egham
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www.thegrovemedicalcentre.co.uk

Date of inspection visit: 6 July 2023
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Grove Medical Centre on between 5 and 7 July 2023. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring – Good

Responsive – Good

Well-led - Good

Following our previous inspection in April 2022 the practice was rated Requires Improvement overall and for the key questions Safe, Effective and Well-led.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Grove Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

The practice had been previously rated as Requires Improvement in April 2022. 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 provider 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 provider had systems for the appropriate and safe use of medicines, including medicines optimisation and high risk medicines.
- The provider 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.
- 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. Systems ensured the practice continued to audit medicines previously subject to safety alerts, to ensure prescribing continued to be in line with up to date guidance.
- 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.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector. The inspector 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 Grove Medical Centre

Grove Medical Centre is a GP practice located in a residential area of Egham. The practice provides GP services to 15,400 patients.

Services are provided from one location:

Grove Medical Centre - The Grove, Church Road, Egham, Surrey TW20 9QN.

Information published by Public Health England shows that deprivation within the practice population group is rated nine 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 8.6% Asian, 86.9% White, 0.9% Black, 2.3% Mixed, and 1.2% Other.

There is a team of 3 GP partners, 4 salaried GPs (male and female). The practice is also a training practice for doctors. Training practices help qualified doctors, known as registrars, complete the final stages of their GP training. The practice also provides training for nurses and paramedic practitioners.

The practice has a team of 4 nurses who provide nurse-led clinics and 3 healthcare assistants. The practice was supported by 4 clinical pharmacists and a Physician Associate who were employed by the Primary Care Network. GPs and nurses are supported by the practice manager, operations manager, team leaders and a team of reception, administration staff and care coordinators.

Grove Medical Centre is open 8am to 6.30pm Monday to Friday. The practice offers pre-bookable appointments 8am to 11:30am on Saturday mornings. The practice is part of a hub of GP practices which provides extended access appointments for patients during the week until 8pm and at weekends. Patients are able to access Out of Hours services through NHS 111.

For information about practice services, opening times and appointments please visit their website at www.thegrovemedicalcentre.co.uk