

# Dr Samy Morcos

## Inspection report

The Health Centre  
Rodney Road  
Walton On Thames  
Surrey  
KT12 3LB  
Tel: 01932 228999  
www.thewhitepractice.com

Date of inspection visit: 27 September 2018  
Date of publication: 18/10/2018

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 

# Overall summary

**This practice is rated as Good overall.** (Previous inspection August 2017 – Good)

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? - Good

We carried out an announced focused inspection at Dr Samy Morcos on the 27 September 2018. This was to follow up on a breach of regulations identified at our previous inspection. At our previous inspection on the 24 August

2017 we found that the provider did not have complete records of recruitment. The details of these can be found by selecting the 'all reports' link for Dr Samy Morcos on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At this inspection we found:

- The practice had addressed the concerns that were identified at our previous inspections and had complete records of recruitment checks.
- The practice had processes in place to report concerns or actions and monitor the actions taken by the landlord regarding property maintenance.

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Our inspection team

Our inspection team was led by a CQC inspector and included a second CQC inspector.

## Background to Dr Samy Morcos

Dr Samy Morcos (also known as The White Practice) is located in Walton on Thames and offers general medical services to approximately 3,500 patients. The premises are owned by a third party organisation who are responsible for the maintenance of the building. The building is shared with two other GP practices and a number of other health services.

Dr Samy Morcos is an individual GP (male) supported by a salaried GP (female), a nurse practitioner, a practice manager and a team of administrative/reception staff.

Dr Samy Morcos is open 8.30am to 6.30pm Monday to Friday. Patients can access a GP outside of normal hours through the NHS 111 service or 999 for medical emergencies.

The practice runs a number of services for its patients including long term condition clinics, travel vaccinations and minor surgery. The practice also provides a minor surgical procedure service for other location GP practices under the GPWSI (GP with special interest) framework.

Further information about the practice can be found on the practice website: <http://www.thewhitepractice.com>.

The practice is registered with CQC to provide the following regulated activities; Diagnostic and screening procedures, Treatment of disease, disorder or injury, Family planning services, Maternity and midwifery services and Surgical procedures.

The service is provided from the following location;

The White Practice, The Health Centre, Walton on Thames, Surrey, KT12 3LB.

## Are services safe?

**We rated the practice as good for providing safe services.**

**At our previous inspection on 24 August 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of recruitment checks were not adequate.**

**These arrangements had significantly improved when we undertook a follow up inspection on 27 September 2018. The practice is now rated as good for providing safe services.**

### **Safety systems and processes**

The practice had clear systems to keep people safe and safeguarded from abuse.

- The practice carried out appropriate staff checks at the time of recruitment and on an ongoing basis.

### **Track record on safety**

The practice had a good track record on safety.

- There were comprehensive risk assessments in relation to safety issues, including copies of risk assessments carried out on behalf of the landlord.
- The practice had procedures in place to ensure they complied with any requirements identified by risk assessments carried out on behalf of the landlord.
- The practice monitored and reviewed safety using information from a range of sources.

**Please refer to the evidence tables for further information.**