

Haslemere Health Centre

Inspection report

Church Lane,
Haslemere
GU27 2BQ
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www.haslemerehc.co.uk

Date of inspection visit: 17 June 2021
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out an announced focused review at Haslemere Health Centre on 17 June 2021. The practice was not rated as a result of this review.

The practice had previously been inspected on 9 March 2016, and had been rated Good overall and for all key questions.

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

Why we carried out this review

This review was a focused review of information held at the practice without undertaking a site visit. This was to follow up on specific concerns that had been raised about the practices' prescribing of benzodiazepines to patients who were living in a care home.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which enabled us to work remotely without a site visit. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify any issues and clarify actions taken by the provider

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 found that:

- The records reviewed for patients in a care home setting prescribed benzodiazepines showed that the practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice adjusted how it delivered services to meet the needs of patients, including who were resident in care homes, during the COVID-19 pandemic.

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

Population group ratings

Older people	Not inspected 
People with long-term conditions	Not inspected 
Families, children and young people	Not inspected 
Working age people (including those recently retired and students)	Not inspected 
People whose circumstances may make them vulnerable	Not inspected 
People experiencing poor mental health (including people with dementia)	Not inspected 

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff by telephone. The team included a member of the CQC pharmacy team who spoke with staff by telephone and completed clinical searches and records reviews without visiting the location.

Background to Haslemere Health Centre

Haslemere Health Centre is located in a purpose built centre on a site next to the community hospital and ambulance station.

Haslemere Health Centre
Church Lane
Haslemere
Surrey
GU27 2BQ

The practice has a branch surgery located approximately four miles away at:

Crossfields
Fernhurst
West Sussex
GU27 3JL

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning services, treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Surrey Heartlands Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 19,300. This is part of a contract held with NHS England. The practice is part of a wider network of local GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 96.4% White, 1.5% Asian and 1.3% Mixed.

The age distribution of the practice population closely mirrors the local and England averages, with a slightly lower number of patients aged between 25 and 45 years old.

There was at the time of our inspection a team of five GP partners and eight salaried GPs who provided cover at both practices. The practice has a team of eight nurses, including four nurse prescribers who provide nurse led clinics for long-term condition of use of both the main and the branch locations. There are also three health care assistants. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

The practice is a training practice and there are regularly GP trainees working in the practice.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided locally where late evening and weekend appointments are available. Out of hours services are provided by contacting NHS 111.