

The Family Practice

Inspection report

St Johns Health Centre
Hermitage Road
Woking
Surrey
GU21 8TD
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www.thefamilypractice-stjohns.co.uk






Date of inspection visit: 21 March 2019
Date of publication: 16/04/2019

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

This practice is rated as Good overall. (Previous rating March 2018 – Good)

The key questions at this inspection 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 comprehensive inspection at The Family Practice on 21 March 2019 as part of our inspection programme.

At this inspection we found:

- The practice had embedded the improvements seen at our last inspection.
- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- The practice was performing better than peers in a number of performance indicators.
- There was a focus on continuous learning and improvement at all levels of the organisation

The practice worked with the local clinical commissioning group and the federation of GPs to support increased access for patients. This included extended hours at sites in the locality and access to NHS GPs through a smartphone app.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

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 second CQC inspector, a GP specialist advisor and a practice manager specialist advisor.

Background to The Family Practice

The Family Practice is based in a rented purpose built two storey property; St John's Health Centre, in Woking, which is shared with other health care services. All patient care is conducted on the ground floor with administration rooms on the upper level. The practice has a General Medical Services (GMS) contract with NHS England. (GMS is one of the three contracting routes that have been available to enable commissioning of primary medical services). The practice offers a number of additional services for their own patients and patients from other practices in the locality, such as 24 hour blood pressure monitoring and ear micro suction.

The practice is part of NHS North West Surrey Clinical Commissioning Group. The practice is a training and teaching practice; at the time of our inspection they did not have any trainees or students attached to the practice. (Teaching practices take medical students and training practices have GP trainees and F2 doctors who are qualified doctors but have not yet completed specialist training as a GP).

At the time of our inspection there were approximately 12,200 patients on the practice list. The practice has a slightly higher than average number of patients over 45 years when compared to the England average, and there

is a slightly lower than average number of patients aged birth to 35 years old. Deprivation amongst children and older people is low when compared to the population nationally.

The practice has three GP partners and four salaried GPs (three male and four females). They are supported by one practice pharmacist, three practice nurses, two healthcare assistants, a practice manager and a team of clerical and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday. The phone lines are not open between 8am and 8.30am or from 1pm to 2pm and during these times patients can call the normal surgery phone number where they will receive details of how to contact the duty GP. Extended hours appointments are offered 7.30am to 8am Tuesday to Friday mornings and every Saturday morning from 8am to 11am. When the practice is closed patients are advised to call NHS 111 where they will be given advice or directed to the most appropriate service for their medical needs.

The practice is part of a federation of GP practices that offer evening appointments until 9pm and weekend appointments 9am until 12pm. These appointments are run from locations in Walton-on-Thames, Ashford, Sunbury-on-Thames and Woking.

For further details about the practice please see the practice website:

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

The service is provided from the following location:

St John's Health Centre
Hermitage Road
Woking
Surrey
GU21 8TD