

Giffard Drive Surgery

Inspection report

68 Giffard Drive
Cove
Farnborough
GU14 8QB
Tel: 01252541282
www.giffarddrivesurgery.co.uk

Date of inspection visit: 29 July 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

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced review at Giffard Drive Surgery on 29 July 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Outstanding

Well-led - Good

Following our previous inspection on 10 October 2019, the practice was rated Good overall but Well Led was rated as Requires Improvement.

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

Why we carried out this review

This review was a focused follow-up of the practice without undertaking a site visit. We focussed only on the areas identified during our previous inspection as requiring improvement. This included specific areas of Well Led and the population group Families Children and Young people. We found that previously identified breaches of Regulations 17 and 19 had now been complied with. This meant we were able to re-rate Well Led from Requires Improvement to Good and we were able to re-rate the population group Families Children and young people (Effective) from Requires Improvement to Good.

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 spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Requesting and reviewing evidence from the provider

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- what we found when we reviewed
- 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 key questions apart from Responsive which is rated as Outstanding. The ratings for Safe, Effective, Caring and Responsive were carried over from our previous inspection on 19 October 2019.

We found that:

- The practice had made improvements in the areas identified at our previous inspection.
- Risk assessments were now in place for staff starting work without a Disclosure and Barring (DBS) check.
- New staff, including a clinical pharmacist and a pharmacy technician had been recruited and new system put in place to closely monitor the re-prescribing of high risk medicines.
- We saw evidence that systems were in place to ensure histology results were followed up.
- We saw evidence that systems were in place to regularly check emergency medicines and equipment.

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 using video conferencing facilities.

Background to Giffard Drive Surgery

Giffard Drive Surgery is located in Farnborough at:

68 Giffard Drive

Cove

Farnborough

Hampshire

GU14 8 QB

Giffard Drive Surgery is a purpose-built GP practice, located in Farnborough, Hampshire. It provides general medical services to approximately 9,487 patients and is part of North East Hampshire and Farnham clinical commissioning group (CCG). The practice is also part of a federation of North East Hampshire CCG practices and in July 2019, became part of the Farnborough Primary Care Network with five other practices in Farnborough.

The practice has a large and diverse workforce, including four GP partners and three salaried GPs. Between them, they provide a whole time equivalent (WTE) of 6.5 full time GPs.

Other healthcare professionals include a prescribing clinical paramedic, a prescribing advanced nurse practitioner (ANP), a prescribing clinical pharmacist, a musculo-skeletal practitioner, a practice nurse and two health care assistants.

The day-to-day running of the practice is undertaken by a full-time practice manager and an operations manager. They are supported by five administrators and eight reception staff.

The practice is registered with the CQC to undertake the following regulated activities: Diagnostic and screening procedures, Family planning, Midwifery and maternity services, Surgical procedures and Treatment of disease, disorder or injury.

According to national statistics, the population is diverse with 14% of patients deriving from black and minority backgrounds. This includes a large population of Nepalese patients. There area has a low level of deprivation, although there are pockets of high deprivation within the practice boundary.

Giffard Drive Surgery has been inspected before. You can view the previous reports by selecting the “all reports” link for Giffard Drive Surgery on the CQC website.

Patients who require out of hours care and treatment are advised to call NHS 111.