

# The Family Practice

## Quality Report

St John's Health Centre  
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Woking  
Surrey  
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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 service

Good



Are services safe?

Good



Are services responsive to people's needs?

Good



# Key findings

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## Letter from the Chief Inspector of General Practice

We previously carried out an announced comprehensive inspection at The Family Practice on 15 June 2017. The overall rating for the practice was requires improvement. The practice was rated requires improvement for providing safe and responsive services and rated good for providing caring, effective and well-led services. The full comprehensive report on the June 2017 inspection can be found by selecting the 'all reports' link for The Family Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced follow-up inspection carried out on 15 March 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 15 June 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good and is rated good for providing safe and responsive services.

Our key findings were as follows:

- Patients prescribed high risk medicines were being monitored appropriately.
- Appointments with GPs were available to book in person, by telephone and online. Other appointments could be booked in person or by telephone.

In addition we saw evidence of:

- The practice was monitoring management of long term conditions including improvement to the clinical system used for recording annual reviews. Regular discussions were held at clinical meetings and refresher training had been given to staff to help with long term condition management. The practice was on track to meet its performance targets for this year.
- The practice was proactively identifying and supporting carers, and had identified 4% of the practice population as carers.

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

# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

<b>Older people</b>	<b>Good</b>	
<b>People with long term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

# The Family Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor and a second CQC inspector.

## Background to The Family Practice

The Family Practice is based in a purpose built property, St John's Health Centre, in Woking, which is shared with other health care services. 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 is part of NHS North West Surrey Clinical Commissioning Group. The practice is a training practice and at the time of our inspection had one trainee attached to the practice who was a qualified doctor but 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 40 years when compared to the national average, and there is a slightly lower than average number of patients aged birth to 30 years old. The practice also has a lower than average number of patients with long standing health conditions. Deprivation amongst children and older people is low when compared to the population nationally.

The practice has three GP partners and five salaried GPs (two male and six females). They are supported by one

practice pharmacist, one practice nurse, two healthcare assistants, a practice manager, an administration and deputy administration manager, a reception 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 service is provided from the following location:

St John's Health Centre

Hermitage Road

Woking

Surrey

GU21 8TD

## Why we carried out this inspection

The practice has been inspected on three previous occasions (September 2016, April 2017 and June 2017) and previous reports can be found by selecting the 'all reports' link for The Family Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a comprehensive inspection of The Family Practice on 15 June 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory

## Detailed findings

functions. The practice was rated as requires improvement overall, requires improvement for providing safe and responsive services and good for providing caring, effective and well-led services.

We undertook a follow up focused inspection of The Family Practice on 15 March 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

# Are services safe?

## Our findings

**At our previous inspection on 15 June 2017, we rated the practice as requires improvement for providing safe services as the arrangements for monitoring patients prescribed high risk medicines were not adequate.**

**These arrangements had significantly improved when we undertook a follow up inspection on 15 March 2018. The practice is now rated as good for providing safe services.**

### Safe and appropriate use of medicines

On 15 March 2018 we found that since our last inspection the practice had reviewed and improved their systems for monitoring patients prescribed high risk medicines.

- The clinical system was updated with searches for patients who were prescribed high risk medicines. The protocol for each search was recorded with in the clinical system.
- Searches of the clinical system were run every month to identify patients who were prescribed high risk medicines to ensure that their monitoring tests were carried out before their next repeat prescription was issued.
- The repeat prescribing protocol was updated to include more detail about high risk medicines monitoring.
- Staff told us that these changes were discussed at a clinical meeting.

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

**At our previous inspection on 15 June 2017, we rated the practice as requires improvement for providing responsive services as the arrangements for booking non-urgent appointments were not adequate.**

**These arrangements had significantly improved when we undertook a follow up inspection on 15 March 2018. The practice is now rated as good for providing safe services.**

### Access to the service

On 15 March 2018 we found that since our last inspection the practice had reviewed and improved their systems for appointment booking.

- Appointments with GPs were offered online.
- Appointments became available to book at the same time regardless of the method of booking, e.g. online, telephone or in person.
- Information for patients about how the appointment system works was available in the waiting area and on the practice website.
- Advice about where treatment can be obtained when an appointment with a GP was not the most appropriate option was available in the waiting area and on the practice website. For example, an appointment with the practice nurse or visiting the local pharmacist
- A variety of appointments were available to book including on the day, two days in advance, four weeks in advance and extended hours.