

Shadbolt Park House Surgery

Inspection report

Shadbolt Park
Salisbury Road
Worcester Park
Surrey
KT4 7BX
Tel: 0208335052
www.shadboltsurgery.com

Date of inspection visit: 27 March 2019
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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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Shadbolt Park House Surgery on 27 March 2019 as part of our inspection programme and to follow up on non-compliance found at the previous inspection. We had previously inspected the practice in July 2018 and November 2017, where the practice had been rated as Requires Improvement (Requires improvement overall and in safe, effective and well led).

At our previous inspection we asked the practice to make improvements in the following areas:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties.
- Ensure specified information is available regarding each person employed and where appropriate, persons employed are registered with the relevant professional body.

At this inspection we found these issues had been addressed and the practice was now compliant.

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 have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was a clear leadership structure and staff felt supported by management.
- Staff worked well together as a team and all felt supported to carry out their roles. There was a strong team ethos and culture of working together for a common aim.

At the time of the inspection Shadbolt Park House Surgery had no registered manager in post. Registered managers have a legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Whilst we found no breaches of regulations, the provider **should:**

- Review training for reception staff in relation to red flag symptoms
- Consider ways to increase identification of patients who are registered with the practice as a carer and review information for carers within the waiting area
- Continue to review and where possible improve exception reporting
- Review if non-prescribing staff require additional consultation time (for example, to see the GP to sign off prescriptions)
- Review and continue to monitor cervical smear screening to meet Public Health England screening targets
- Review the detail of information recorded for significant events and complete reviews looking for trends.

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	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 GP specialist adviser, a Practice Manager specialist adviser and a CQC inspection manager.

Background to Shadbolt Park House Surgery

Shadbolt Park House Surgery offers general medical services to the population of the Worcester Park area of Surrey. There are approximately 8,320 registered patients. The practice is a partnership of two GPs. The partners are not based at the practice and do not complete clinical work in the practice.

The practice is supported by a (full time) lead GP and four salaried GPs (one full time, three-part time, both male and female), a pharmacist, two nurses, two part time healthcare assistants, two physician's associates (one full time, one part time), a team of administrative staff, an assistant practice manager and a practice manager. (Physician associates support doctors in the diagnosis and management of patients but are unable to write prescriptions).

The practice runs a number of services for its patients including asthma clinics, child immunisation clinics, diabetes clinics, new patient checks and holiday vaccines and advice.

Services are provided from one location:

Shadbolt Park House Surgery, Shadbolt Park, Salisbury, Road, Worcester Park, Surrey, KT4 7BX

For further details about the practice please see the practice website: www.shadboltsurgery.com

Opening hours are: -

Monday to Friday 8:30am - 6:30pm

Phone lines open at 8am. Reception is closed between 1pm and 2pm

During the times when the practice is closed, the practice has arrangements for patients to access care from an Out of Hours provider.

The practice is part of a federation of GP practices that offer evening appointments until 9pm and weekend appointments 9am until 1pm. These appointments are run from locations in Leatherhead, Epsom and on the Downs.

The practice is registered with CQC to provide the following regulated activities:

Maternity and midwifery services

Diagnostic and screening procedures

Treatment of disease, disorder or injury

Family Planning

Surgical procedures