

Ashley Centre Surgery

Inspection report

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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Ashley Centre Surgery between 17 and 20 October 2022. The onsite visit was the 19 October 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

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

Why we carried out this inspection

This inspection was a comprehensive inspection following the provider's registration with the Commission to provide services at a new location.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

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 practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- There were adequate systems to assess, monitor and manage risks to patient safety.
- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation.

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There were evidence of systems and processes for learning, continuous improvement and innovation.

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

- Continue to take action in relation to recording staff immunisation.
- Continue to improve cervical screening uptake.
- Continue to review and improve patient access.
- Continue to take action to re-instate the patient participation group
- Take action to promote a Freedom to Speak up Guardian

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector and included a further CQC inspector. Inspectors spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Ashley Centre Surgery

Ashley Centre Surgery is situated within the Integrated Care Board known as NHS Surrey Heartlands and has a patient population of around 10,000. The practice is part of a primary care network of local GP practices who work collaboratively to provide primary care services.

The practice is involved in the education and training of doctors. All four of the partners are trainers who can support registrars. (A registrar is a doctor in the middle of their training. This is the last stage of training, after being a junior doctor).

The practice is run by four partner GPs and two salaried GPs. There is a mix of male and female GPs. The practice employs a team of three practice nurses and one healthcare assistant. GPs and nurses are supported by the practice manager and a team of reception and administration staff.

There are arrangements for patients to access care from an Out of Hours provider through NHS111.

Information published by Public Health England shows that deprivation within the practice population group is in the ninth highest decile (9 of 10). The lower the decile, the more deprived the practice population is relative to others. The percentage of registered patients suffering deprivation (affecting both adults and children) is significantly lower than the average for England. According to the latest available data, the ethnic make-up of the practice area is 85% white, 8.8% Asian, 2% black, 3% mixed and 1% Other.

The practice is registered to provide:

- Maternity and midwifery services
- Surgical procedures
- Family planning
- Diagnostic and screening procedures
- Treatment of disease, disorder and injury