

Farningham Surgery

Inspection report

The Surgery, Braeside
Gorse Hill, Farningham
Dartford
Kent
DA4 0JU
Tel: 01322 862110
www.braesidesurgery.nhs.uk

Date of inspection visit: 10 January 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 Farningham Surgery (also known as Braeside Surgery) on 10 January 2019 as part of our inspection programme.

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.

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

- Improve the processes for providing patients with information in relation to two week wait referrals.
- Continue with their plan to improve audit activity to ensure quality outcomes for patients.
- Continue with their plan to correspond with patients aged 16 years of age regarding consent and sharing of information.
- Improve the identification of carers to enable this group of patients to access the care and support they need.

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

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

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 advisor and a practice manager specialist advisor.

Background to Farningham Surgery

Farningham Surgery is located at The Surgery, Braeside Gorse Hill, Farningham, Dartford, Kent, DA4 0JU. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures, family planning and treatment of disease, disorder or injury.

Farningham Surgery is situated in a rural location of the Dartford, Gravesham and Swanley Clinical Commissioning Group (CCG) and provides services to 5,654 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of two female GPs who registered with the CQC in December 2012. *The practice*

employ a male salaried GP, three female practice nurses, two female health care assistants, a dispensary manager, six dispensary staff and several administration staff. The practice is part of a wider network of GP practices known as the Swanley Hub.

There are higher than average number of patients over the age of 65 compared to the national average. The National General Practice Profile states that 97% of the practice population is from a white background with a further 3% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.