

Valley View Surgery

Inspection report

Valley View Health Centre
Goffs Lane, Goffs Oak
Waltham Cross
Hertfordshire
EN7 5ET
Tel: 01707 875033
www.cuffleyvillagesurgery.co.uk

Date of inspection visit: 5 Feb 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 Valley View Surgery on 5 February 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue to take steps to ensure staff appraisals are undertaken on a regular basis and staff members complete essential training relevant to their roles.
- Review the system in place to ensure blank prescriptions are monitored in line with national guidance.
- Continue to take steps to ensure the required checks are undertaken in accordance with the Legionella risk assessment.
- Continue to improve levels of patient satisfaction particularly in relation to access.
- Review the complaints procedure to ensure information about the Parliamentary Health Service Ombudsman is included in the final response letter to patients.

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 adviser, a practice nurse specialist adviser and a practice manager specialist adviser.

Background to Valley View Surgery

Valley View Surgery is located at Goffs Oak, Hertfordshire, EN7 5ET. The practice has a branch surgery located approximately one mile away from the main practice. Cuffley Village Surgery is located at Maynard Place, Cuffley, Hertfordshire, EN6 4JA. We visited the main practice and branch surgery as part of this inspection.

The provider is registered with CQC to deliver four Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury. Services are provided on a General Medical Services (GMS) contract (a nationally agreed contract) to approximately 12,963 patients.

Valley View Surgery is located within the Hertfordshire local authority and is one of 55 practices serving the NHS East and North Hertfordshire Clinical Commissioning Group (CCG) area. The practice has one registered manager in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

The practice team consists of two GP Partners; both of which are female. There are six salaried GPs; two male

and four female. The nursing team consists of three practice nurses, one of which is an independent prescriber and one nurse practitioner. The practice has two clinical pharmacists, a practice manager, an assistant practice manager and a team of reception and administration staff members.

The age of the practice population served is comparable to local and national averages. The practice has a slightly higher than average number of patients aged 65 to 84 years old and a slightly lower than average number of patients aged zero to four years old. The practice population is predominantly white British and has a black and minority ethnic population of approximately 8% (2011 census). Information published by Public Health England, rates the level of deprivation within the practice population group as 10, on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The Out of Hours service is provided by Herts Urgent Care and can be accessed via the NHS 111 service. Information about this is available in the practice, on the practice website and on the practice telephone line.