

Dorking Medical Practice

Inspection report

New House Surgery
142a South Street
Dorking
Surrey
RH4 2QR

Tel: 01306 881313

www.dorkingmedicalpractice.co.uk

Date of inspection visit: 10 July to 11 July 2019

Date of publication: 19/08/2019

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 Dorking Medical Practice on 10 and 11 July 2019 as part of our inspection programme.

We had previously carried out an announced comprehensive inspection at Dorking Medical Practice in March 2015 and a follow up inspection in March 2016. The practice was last rated as Good overall and Good in all domains. All of the practices previous reports can be found by selecting the 'all reports' link for Dorking Medical Practice on our website www.cqc.org.uk

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Is it Safe
- Is it Effective
- Is it Caring
- Is it Responsive
- Is it Well led

We have rated this practice as good overall and in all of the key questions. They have been rated as good overall for all population groups.

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 rated the practice **good** for providing safe, effective, caring, responsive and well-led care because:

- 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.

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

- Continue to review and improve ways to increase uptake for cervical screening
- Continue to implement changes required due to the merger and adopt where possible a single method
- Review the location of the emergency drugs at New House Surgery to ensure they would be readily available

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 adviser and a medicines inspector.

Background to Dorking Medical Practice

Dorking Medical Centre is a semi-rural practice which offers general medical services to the population of the Dorking area. The practice has two branch surgery (Hillside Surgery and Riverbank Surgery). During this inspection we visited all three surgeries and reviewed the dispensary services at both Hillside Surgery and Riverbank Surgery.

There are approximately 11,260 registered patients. The practice is run by three partner GPs. The practice is also supported by eight salaried GPs, four practice nurses, three healthcare assistants, a phlebotomist and a team of receptionists, administrative staff, dispensing staff and various managers. (Another partner is in the process of registering with CQC). The practice is also a training practice. Training practices, help qualified doctors, known as registrars, complete the final stages of their GP training.

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

Services are provided from three locations:

New House Surgery, 142a South Street, Dorking, RH4 2QR

Hillside Surgery, Boxhill Road, Tadworth, Surrey, KT20 7JG

Riverbank Surgery, Westcott Street, Westcott, Nr. Dorking, RH4 3PA

New House Surgery is open

Monday 8am - 6.30pm

Tuesday 8am - 6.30pm

Wednesday 8am - 6.30pm

Thursday 8am - 6.30pm

Friday 8am - 6.30pm

Hillside Surgery is open

Monday 8am - 1pm 4pm - 6.30pm

Tuesday 8am - 1pm 3pm - 5pm

Wednesday 8am - 1pm 3pm - 5pm

Thursday 8am - 1pm closed

Friday 8am - 1pm closed

Riverbank Surgery is open

Monday 8am - 5pm

Tuesday 8am - 6:30pm

Wednesday 8am - 12:30pm

Thursday 8am - 6pm

Friday 8am - 6:30pm

The practice is part of a federation of GP practices which provided extended access appointments for patients during the week until 8pm and at weekends. New House Surgery is one of the locations providing this service. Patients are able to use any of the four locations who provide this service in the Dorking Area.

For information about practice services, opening times and appointments please visit their website at www.dorkingmedicalpractice.co.uk

The practice has a higher number of patients between 65 to 85 years of age when compared to the national and local clinical commissioning group (CCG) average. There are significantly fewer patients aged 0- 18 years of age than the national average.

The practice has opted out of providing Out of Hours services to their patients. There are arrangements for patients to access care from an Out of Hours provider.

The practice is registered to provide the following regulated activities:

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