

# Dapdune House Surgery

## Inspection report

Dapdune House  
Wharf Road  
Guildford  
Surrey  
GU1 4RP  
Tel: 01483400200  
www.dapdune.co.uk

Date of inspection visit: 23 Oct 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 Dapdune House Surgery on 23 October 2019 as part of our inspection programme.

We had previously carried out an announced comprehensive inspection at Dapdune House Surgery in October 2014. 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 Dapdune House Surgery on our website [www.cqc.org.uk](http://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:

- Review and continue to monitor cervical smear screening to meet the Public Health England screening rate target.
- Review and continue to monitor child immunisation rates to meet World Health Organisation (WHO) targets.
- Review if minutes of the Business Area meetings would be beneficial to record and send to all staff
- Review the contract for the external cleaning company in the storage of cleaning equipment

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a second CQC inspector, a GP specialist adviser, and a practice manager adviser.

## Background to Dapdune House Surgery

Dapdune House Surgery is situated in Guildford in Surrey and provides a range of services to approximately 11,500 patients. Services are commissioned by NHS Guildford and Waverley Clinical Commissioning Group.

The practice has five GP partners (four female and one male) and two salaried GPs. All partner GPs have lead responsibilities and management roles. The practice is also a training practice for both Doctors and nurses. Training practices help qualified doctors, known as registrars, complete the final stages of their GP Training. The practice is supported by an Advanced Nurse Practitioner and two practice nurses. The practice is also supported by a team of receptionists, administrators and secretaries, and a practice business manager.

The practice provides a range of services to patients including infant and adult immunisations, wound dressing and removal of stitches and smoking cessation support.

There are clinics to monitor blood pressure, asthma, diabetes, chronic heart disease and chronic obstructive airways disease.

Based on data available from Public Health England, the levels of deprivation in the area served by the practice showed the practice is located in a less deprived area

than national averages, ranked at 10 out of 10, with 10 being the least deprived. (Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial).

Services are provided from one location:

Wharf Road, Guildford, Surrey, GU1 4RP.

Dapdune House Surgery is open 8.30am to 6.30pm Monday to Friday.

The practice offers extended hours appointments on Monday and Thursday evenings. These appointments are pre-bookable and run from 6.30pm until 8pm

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. These services are offered from Binscombe Surgery near Godalming, and at the Fairlands Practice in Guildford. Patients are able to use any of the two locations who provide this service. Patients are able to access Out of Hours services through NHS 111.

For information about practice services, opening times and appointments please visit their website at [www.dapdune.co.uk](http://www.dapdune.co.uk)

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