

Greenfield Surgery

Inspection report

177 High Street
Old Woking
Woking
Surrey
GU22 9JH
Tel: 01483 771171
www.greenfieldsurgery.co.uk

Date of inspection visit: 6 December 2018
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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 Greenfield Surgery on 6 December 2018 as part of our inspection programme.

At the last inspection in January 2018 we rated the practice as requires improvement for providing safe and well-led services because:

- Diagnoses were not always clearly recorded in the patient records.
- Prescription stationary was not monitored appropriately.
- Actions identified by infection control risk assessments were not always clearly recorded or completed.
- Disease registers were not always accurate or up to date.
- Patients who were approaching end of life were not clearly identified.
- Concerns regarding poor performance were not addressed in a timely manner.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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.
- Patients could access video consultations with an NHS GP through a smartphone app.

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

- Take action to ensure that the system for monitoring prescriptions within the practice becomes embedded.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a second CQC inspector.

Background to Greenfield Surgery

Greenfield Surgery is based in a converted residential property. The practice holds a contract to provide general medical services and at the time of our inspection there were approximately 2,100 patients on the practice list. The practice has a slightly higher than average number of patients aged over 65 years. There is a slightly lower than average number of patients from birth to four years of age. The practice has a slightly higher than average number of patients with long standing health conditions. The practice is located in an area that is considered to be in the least deprived centile nationally.

The practice is run by a principal GP who is supported by two salaried GPs (one female and two male). They are supported by one practice nurse, a practice manager and a small team of clerical and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are offered

7:30am to 8am Wednesday to Friday. When the practice is closed patients are advised to call NHS 111 where they will be given advice or directed to the most appropriate service for their medical needs.

The practice is part of a federation of GP practices that offer evening appointments until 9pm and weekend appointments 9am until 12pm. These appointments are run from locations in Walton-on-Thames, Ashford, Sunbury-on-Thames and Woking.

For further details about the practice please see the practice website:

The practice is registered with CQC to provide the following regulated activities; Diagnostic and screening procedures, Treatment of disease, disorder or injury, Family planning services and Surgical procedures.

The service is provided from the following location:

177 High Street, Old Woking, Woking, Surrey, GU22 9JH