

The Guildford Rivers Practice

Inspection report

Hurst Farm Surgery Chapel Lane
Milford
Godalming
GU8 5HU
Tel: 01483415885

Date of inspection visit: 18 November 2021
Date of publication: 15/12/2021

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 well-led?

Good 

Overall summary

We carried out an announced inspection at The Guildford Rivers Practice on 18 November 2021 Overall, the practice is rated as Good

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring – not inspected

Responsive – not inspected

Well-led - Good

Following our previous inspection on 11 December 2019, the practice was rated Requires Improvement overall and Requires Improvement for Safe and Effective. Caring, Responsive and Well Led were all rated as Good.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for The Guildford Rivers Practice on our website at www.cqc.org.uk

Why we carried out this inspection

The practice had been previously rated as Requires Improvement in December 2019. This inspection was to follow up breaches of regulations 12, and 18 as identified in our previous inspection. The previous ratings for caring and responsive which were rated as Good are carried forward.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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

We found the practice had responded to the issues raised at the previous inspection.

- Systems and processes for keeping patients safe had been improved.
- The practice completed yearly infection control audits.
- Safety alerts and significant events were acted upon and learning disseminated amongst staff.
- The advanced nurse practitioner was meeting with one of the GP partners on a monthly basis and prescribing was being monitored.
- Medication reviews for low risk medicines were recorded on patient notes.
- Second cycle audits were being completed.
- Mandatory training was up to date.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

The provider should:

- Review and improve how medication reviews are coded within the clinical system
- Review and improve the tracking of prescription paper for individual rooms

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff and completed clinical searches and records reviews.

Background to The Guildford Rivers Practice

The Guildford Rivers Practice is located in Godalming at:

Hurst Farm Surgery Chapel Lane

Milford

Godalming

Surrey

GU8 5HU

The practice is open 8am to 6.30pm

The provider is registered with CQC to deliver the Regulated Activities;

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

The practice is situated within the Surrey Heartlands Clinical Commissioning Group and delivers General Medical Services. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 92.6% White, 3.7% Asian, 0.8% Black, 1.8% Mixed, and 1.1% Other.

There is a lower number of patients aged 0 years to 29 years than the local and national averages. There is a slightly higher number of older patients and working patients than the local and national averages.

The practice has two GP partners (female and male), one salaried GP and two long term locums. The practice is supported by an Advanced Nurse Practitioner and a healthcare assistant. The practice is also supported by a team of receptionists, administrators and a practice manager.

There are enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance. Patients calling the practice will be offered a telephone consultation or a face-to-face appointment.

When the surgery is closed the out of hours GP services are available via NHS 111.