

South Oxhey Surgery

Inspection report

Oxhey Drive
South Oxhey
Watford
Hertfordshire
WD19 7SF
Tel: 020 8421 5224
www.southoxheysurgery.nhs.uk

Date of inspection visit: 19/02/2019
Date of publication: 19/03/2019

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 South Oxhey Surgery on 19 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-centre care.

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

- Take action to monitor the efficacy of recently introduced written authorisations to administer medicines under a Patient Specific Direction (PSD).
- Take action to improve childhood immunisation uptake rates to align with the World Health Organisation (WHO) targets.
- Take action so facilities for confidential conversation at the reception desk and access for people with reduced mobility are provided as recommended by the Equality Act 2010.
- Develop a patient participation group (PPG).
- Continue with actions to improve levels of patient satisfaction in relation to access to appointments.

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 advisor and a practice manager specialist advisor.

Background to South Oxhey Surgery

South Oxhey Surgery situated at Oxhey Drive, South Oxhey, Watford, Hertfordshire is a GP practice which provides primary medical care for approximately 3,343 patients living in South Oxhey and surrounding areas. There are lower levels of deprivation in the area mainly relating to income.

South Oxhey Surgery provides primary care services to local communities under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England. The practice population is predominantly white British along with small ethnic populations of Asian, Afro Caribbean, mixed race and Eastern European origin.

South Oxhey Surgery is an approved teaching practice and hosts medical students from Imperial College London during their final year of study.

The practice has two GP partners (one male, one female). There is a practice nurse who is supported by a health care assistant. There is a practice manager who is supported by a team of administrative and reception staff. The local NHS trust provides health visiting and community nursing services to patients at this practice.

The practice is open between 8am and 6.30pm Monday to Friday. On Monday and Wednesday the practice is open till 7pm.

As part of the Watford Care Alliance, patients can access GP services at a designated hub practice during evening and weekend. Appointments are allocated either by the practice or by the NHS 111 service provider as appropriate.

When the practice is closed services are provided by Herts Urgent Care via the NHS 111 service.