

Dr P Kerr & Partners

Inspection report

The Wall House
Yorke Road
Reigate
RH2 9HG
Tel: 01737244325
www.wallhousesurgery.nhs.uk

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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 well-led?

Good 

Overall summary

We carried out an announced inspection at Dr P Kerr & Partners (also known as The Wall House Surgery) on 28 September 2021, 12 October 2021 and 13 October 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 17 July 2019, the practice was rated Requires Improvement overall and for providing safe and effective services. The provider was rated as good for providing caring, responsive and well-led services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr P Kerr and Partners on our website at www.cqc.org.uk

Why we carried out this inspection.

This inspection was a comprehensive inspection to confirm that the provider had met the legal requirements in relation to the breaches of regulation 12 and 19, which were issued due to concerns identified at the previous inspection in July 2019, and to provide a re-rating of the location. The ratings for providing caring and responsive services were carried over from the previous inspection.

How we carried out the inspection/review

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:

- 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

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice recruitment systems kept people safe.
- The practice had safeguarding systems in place to protect patients from 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- The practice had identified ways they could support their vulnerable patients throughout the pandemic including the use of their 'Wallhouse Champions' volunteers.
- The practice took part in a number of initiatives to support patients including registration as a "Breastfeeding Friendly" practice.

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

- Continue to review and ensure patients are appropriately coded on the practice systems to reflect their documented care and treatment.
- Keep the use, storage and disposal of sharps boxes under review.
- Review the security arrangements in relation to computer prescription paper when rooms are not in use.

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 who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location. The inspection included a second inspector who spoke with staff using video conferencing facilities and attended site visit.

Background to Dr P Kerr & Partners

Dr P Kerr & Partners (The Wall House Surgery) is located at The Wall House, Yorke Road, Reigate, Surrey, RH2 9HG. Dr P Kerr & Partners is registered with the CQC to provide the regulated activities;

Treatment of disease, disorder or injury

Surgical procedures

Diagnostic and screening procedures

Maternity and midwifery services

Family planning.

The practice is situated in the NHS East Surrey Clinical Commissioning Group (CCG) and provides services to 21,033 patients under the terms of a general medical services (GMS) contract. The practice also provides care and treatment for the residents who are registered at the practice and who live in nearby care homes, which serve individuals with a diagnosis of dementia or who have nursing care needs. The practice runs a number of services for its patients including; sexual health advice and family planning, chronic disease management, smoking cessation, health checks and travel vaccines and advice.

The practice is part of a wider network of GP practices in the local area known as the Care Collaborative PCN serving the Redhill, Merstham and Reigate area.

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

There is a team of four GP partners and eight associate GPs. The practice has a team of advance nurse practitioners, practice nurses and healthcare assistants. The GPs are supported at the practice by a practice manager, patient services and administration teams.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, GP appointments were a mix of telephone consultations and face to face consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Extended access is provided locally by Care Collaborative, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.

Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hour's service by calling the surgery or viewing the practice website (www.wallhousesurgery.nhs.uk)