

# Shepperton Medical Practice

## Inspection report

Laleham Road  
Shepperton  
Middlesex  
TW17 8EJ  
Tel: 01932220524  
www.sheppertonhc.co.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 well-led?

Good 

# Overall summary

**This practice is rated as Good overall.** (Previous inspection October 2017 – Good)

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? - Good

We carried out an announced focused inspection at Shepperton Medical Practice on 12 October 2017, to follow up on breaches of regulations identified at our inspection in December 2016. At our previous inspection, December 2016, we rated the practice requires improvement for providing safe, effective and well-led services and good for caring and responsive services.

When we undertook a follow up inspection of the service on 12 October 2017 we found arrangements in safe and effective had significantly improved. However, the arrangements in well-led had not improved sufficiently and we issued a warning notice in respect of these issues. The details of these can be found by selecting the 'all reports' link for Shepperton Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At this inspection we found:

- The practice had addressed the concerns that were identified at our previous inspections and was compliant with the requirements of the warning notice.
- The practice had clear systems to manage risk so that safety incidents were less likely to happen.

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Shepperton Medical Practice

Shepperton Medical Practice is a GP practice based in Shepperton in Middlesex. The practice provides GP services to 13,200 patients. Services are provided at the following location;

Shepperton Medical Practice,  
Shepperton Court Drive,  
Laleham Road,  
Shepperton,  
Middlesex,  
TW17 8EJ.

There are eight GP partners (male and female) and one salaried GP (female). The practice is registered as a GP training practice, supporting medical students and providing training opportunities for doctors seeking to become fully qualified GPs. At the time of our inspection there was one GP registrar attached to the practice.

There are six female members of the nursing team; three nurses and three health care assistants. GPs and nurses are supported by a practice manager and a team of reception/administration staff.

The practice was open between 8.30am and 6.30pm Monday to Friday and appointments were available

during this time. Extended hours appointments were offered between 6.30pm and 8pm on a Tuesday, between 7am and 8am on a Tuesday, Wednesday and Thursday and from 7.30am on a Monday. In addition to pre-bookable appointments that could be booked up to six weeks in advance, urgent appointments were also available for patients that needed them. Patients requiring a GP outside of the normal surgery hours are advised to call NHS 111 where they will be directed to the most appropriate out of hours service.

The practice runs a number of services for its patients including; chronic disease management, weight management, smoking cessation, maternity services, and travel vaccines and advice.

The practice has a higher proportion of patients over the age of 65 when compared with both the clinical commissioning group (CCG) and national averages and a lower proportion of patients under the age of 18. In addition, the practice had a lower proportion of patients in paid work or education and lower unemployment. The practice is in the third least deprived decile, with significantly less deprivation than the national average and slightly less deprivation than the CCG average.

## Are services well-led?

**We rated the practice good for providing well-led services.**

**At our previous inspection on 12 October 2017, we rated the practice requires improvement for providing well-led services as the arrangements in respect of governance, such as identifying, recording and managing risk, were not sufficient. The details of these can be found by selecting the 'all reports' link for Shepperton Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk) .**

**We issued a warning notice in respect of these issues and at this inspection on 10 May 2018 we found arrangements had significantly improved.**

### **Governance arrangements**

There were clear responsibilities, roles and systems of accountability to support good governance and management.

- Structures, processes and systems to support good governance and management were clearly set out, understood and effective.
- Practice leaders had established proper policies, procedures and activities to ensure safety and assured themselves that they were operating as intended.

### **Managing risks, issues and performance**

There were clear and effective processes for managing risks, issues and performance.

- There was an effective process to identify, understand, monitor and address current and future risks including risks to patient safety.

**Please refer to the Evidence Tables for further information.**