Redwood House Surgery

Inspection report

Redwood House Surgery
Cannon Lane
Maidenhead
Berkshire
SL6 3PH
Tel: 01628 826227
www.redwoodhousesurgery.co.uk

Date of inspection visit: 20 March 2019
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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?	**Requires improvement**

Overall summary

We carried out an announced comprehensive inspection at Redwood House Surgery on 20 March 2019 as part of our inspection programme. The practice registered with the CQC in April 2018 and this was their first comprehensive inspection.

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 for all population groups.

We rated the practice as good for safe, effective, caring and responsive services because:

- 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.

We rated the practice as requires improvement for providing well-led services because:

- Governance arrangements were not effective for monitoring patients on high risk medicines and repeat medicines.
- Staff training had been inconsistently reviewed to ensure all staff had received essential training such as fire safety, health and safety, infection control and mental capacity act.

The areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Review the recall process for women eligible for cervical screening to ensure uptake.
- Review the January 2019 intercollegiate guidance for children's safeguarding and offer additional training to staff to attain the appropriate level, where neccessary.
- Review the process for monitoring and reporting uncollected prescriptions.
- Consider how improvements could be made following patient feedback about accessibility and appointments.

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 inspector. The team included a GP specialist advisor and a practice nurse specialist advisor who was shadowing the team.

Background to Redwood House Surgery

Redwood House Surgery is located in a converted detached house in Maidenhead, Berkshire. It holds a General Medical Services (GMS) contract to provide primary medical services to just over 6,450 registered patients. The practice is part of East Berkshire Clinical Commissioning Group (CCG) and Windsor, Ascot and Maidenhead federation of GP practices.

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

- diagnostic and screening procedures,
- maternity and midwifery services,
- family planning,
- surgical procedures and
- treatment of disease, disorder or injury.

All services and Regulated Activities are provided from:

Redwood House Surgery, Cannon Lane, Maidenhead, Berkshire, SL6 3PH

The provider is a two-GP partnership (both female) who registered with the CQC in April 2018. The practice has two practice nurses and a phlebotomist. The practice has recently recruited two more nurses who are due to commence with the practice in April 2019. The federation of GP practices recruited two clinical pharmacists in November 2018 and they offer two sessions per week at the practice. The practice is supported by a practice manager, five reception/administration staff and a medical secretary.

According to data from the Office for National Statistics, this part of Berkshire has high levels of affluence and low levels of deprivation. However, there are pockets of high deprivation within the practice boundary which affects registered patients. The practice population has a predominantly higher proportion of patients aged 0 to 19 and 35 to 54 compared to national averages. The ethnic mix of patients is predominantly white with approximately 12% of registered patients belonging to black and other minority ethnic groups.

Online services can be accessed from the practice website: www.redwoodhousesurgery.co.uk

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance **How the regulation was not being met…** **There were limited systems or processes that enabled the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk.** **In particular;** • Monitoring of repeat medications was inconsistent and not all patients had received an annual review. • Governance arrangements for oversight and monitoring of patients taking high risk medications had been ineffectively applied. Patients did not always receive a review in line with guidance. • Staff training was not monitored effectively to ensure all staff had the knowledge and skills to carry out their role. **This was in breach of Regulation 17 HSCA (RA) Regulations 2014.**