

Woodlands Surgery

Inspection report

5 Woodlands Road
Redhill
RH1 6EY
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www.woodlands-surgery.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 safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Woodlands Surgery from 1 – 4 November 2022 Overall, the practice is rated as Good

Safe - Good

Effective - Good

Caring – Good (carried over from last inspection)

Responsive – Good (carried over from last inspection)

Well-led - Good

Following our previous inspection in September 2021 the practice was rated Requires Improvement overall and for the key questions Safe, Effective and Well Led. The data and evidence we reviewed in relation to the caring and responsive key questions as part of this inspection did not suggest we needed to review the rating at this time. This inspection included aspects of the responsive key question in relation to access only.

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

Why we carried out this inspection

The practice had been previously rated as Requires Improvement in September 2021. This inspection was to follow up breaches of regulations 12, 17 and 18 as identified in our previous inspection.

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 that:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- There were adequate systems to assess, monitor and manage risks to patient safety.
- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There were evidence of systems and processes for learning, continuous improvement and innovation.
- Staff had received the required immunisations which was centrally recorded.
- All staff had completed their mandatory training.
- Recent infection prevention control audits had been conducted. The practice was clean, well-organised with any expiry dates being reviewed and recorded.
- Risks from audits were well managed and actioned in a timely manner.

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

- Review and continue to monitor cervical smear screening to meet the Public Health England screening rate target.
- Review and improve child immunisation rates to meet World Health Organisation (WHO) targets.
- Continue to review and improve patient access.
- Continue to take action to increase membership for the patient participation group

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector and included a further CQC inspector. Inspectors 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.

Background to Woodlands Surgery

Woodlands Surgery provides services to approximately 10,300 patients. Services are provided from Woodlands Surgery, 5 Woodlands Road, Redhill, Surrey, RH1 6EY. The practice is situated within the Integrated Care Board known as NHS Surrey Heartlands

There are 2 GP partners and 3 salaried GPs. There are 3 practice nurses, and 2 phlebotomists. The practice is supported by the practice manager and a team of reception/administration staff.

Information published by Public Health England shows that deprivation within the practice population group is rated 9 out of 10. The lower the decile, the more deprived the practice population is relative to others. (Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial).

According to the latest available data, the ethnic make-up of the practice area is 87% White, 8% Asian, 3% Mixed, 2% Black and 0.7% Other.

The practice is a teaching practice. (Teaching practices can take medical students, nurses and or pharmacists and training practices have GP trainees and F2 doctors who are qualified doctors but have not yet completed specialist training as a GP).

When the practice is closed patients are advised to call NHS 111 where they will be given advice or directed to the most appropriate service for their medical needs.

The practice is registered with CQC to provide the following regulated activities;

Diagnostic and screening procedures

Treatment of disease, disorder or injury

Maternity and midwifery services

Family planning services

Surgical procedures

Further information can be accessed via the practice website: www.woodlands-surgery.co.uk