

# Shere Surgery/Dispensary

## Inspection report

Gomshall Lane  
Shere  
Guildford  
Surrey  
GU5 9DR  
Tel: 01483202066  
www.sheresurgery.nhs.uk

Date of inspection visit: 25 Sept 2019  
Date of publication: 04/11/2019

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 Shere Surgery / Dispensary on 25 September 2019 as part of our inspection programme.

We had previously carried out an announced comprehensive inspection at Shere Surgery / Dispensary in October 2014 and a focused inspection in October 2015. The practice was last rated as Good overall and Good in all domains. All of the practices' previous reports can be found by selecting the 'all reports' link for Shere Surgery / Dispensary on our website [www.cqc.org.uk](http://www.cqc.org.uk)

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Is it Safe
- Is it Effective
- Is it Caring
- Is it Responsive
- Is it Well led

**We have rated this practice as good overall and in all of the key questions. They have been rated as good overall for all population groups.**

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 rated the practice **good** for providing safe, effective, caring, responsive and well-led care 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was a clear leadership structure and staff felt supported by management.
- Staff worked well together as a team and all felt supported to carry out their roles. There was a strong team ethos and culture of working together for a common aim.
- The practice, with help from the local charity SALV (Shere and local villages), was able to offer their patients in house ultrasounds, microsuction and ear irrigation, a dermatoscopy service, women's health initiatives and direct patients to a 'Villages Helpline' for patients who were potentially lonely or isolated.
- The practice were winners at the 2018 National GP Awards for Women's Health Initiative.
- The practice continued to improve access to mental health services for all patients. For example, young people could be offered cognitive behavioural therapy in house.

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

- Review and continue to monitor cervical smear screening to meet Public Health England screening rate target
- Review and continue to monitor child immunisation rates to meet World Health Organisation (WHO) targets

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, and a practice manager adviser.

## Background to Shere Surgery/Dispensary

Shere Surgery is situated in the rural village of Shere in Surrey and provides a range of primary care services to approximately 8,000 patients. Services are commissioned by NHS Guildford and Waverley Clinical Commissioning Group.

The practice has five GP partners (three female and two male) and one salaried GP. All partner GPs have lead responsibilities and management roles. The practice is also a training practice. Training practices help qualified doctors, known as registrars, complete the final stages of their GP Training. The practice is supported by a lead nurse, two practice nurses and a healthcare assistant. The practice is also supported by a team of receptionist, administrators and secretaries, a deputy practice manager and a practice business manager.

The practice is a dispensing practice for those patients who live more than a mile from a pharmacy. There is a team of dispensary staff including a dispensary manager, three senior dispensing technician, two dispensing technician and two dispensing assistants.

The practice provides a range of services to patients including infant and adult immunisations, wound dressing and removal of stitches and smoking cessation support.

There are clinics to monitor blood pressure, asthma, diabetes, chronic heart disease and chronic obstructive airways disease. Three of the GPs also provide an ultrasound service. Other services provided on site include physiotherapy, clinical psychology and cognitive behavioural therapy, counselling services and minor surgery.

The practice has a slightly higher than average number of registered patients between the ages of 5 to 75 years. This is partly due to the fact that the practice provides a service to a local boarding school. The practice has one residential care home in its locality.

Based on data available from Public Health England, the levels of deprivation in the area served by the practice showed the practice is located in a less deprived area than national averages, ranked at 10 out of 10, with 10 being the least deprived. (Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial).

Services are provided from one location:

Gomshall Lane Shere Guildford Surrey GU5 9DR

Shere Surgery is open 8.30am to 6.30pm

The practice is part of a federation of GP practices which provided extended access appointments for patients

during the week until 8pm and at weekends. These services are offered from Binscombe Surgery near Godalming, and at the Fairlands Practice in Guildford. Patients are able to use any of the two locations who provide this service. Patients are able to access Out of Hours services through NHS 111.

For information about practice services, opening times and appointments please visit their website at

The practice is registered to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Family planning services
- Maternity and midwifery services
- Surgical procedures
- Diagnostic and screening procedures