

York House Medical Centre

Inspection report

Heathside Road
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Surrey
GU22 7XL

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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 responsive?

Good 

Overall summary

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

The key questions at this inspection are rated as:

Are services responsive? – Good

We carried out an announced focused inspection at York House Medical Centre on 9 October 2018. This was to follow up on a breach of regulations identified at our previous inspection. At our previous inspection on the 2 October 2017 we found that the provider had not acted on patient feedback regarding difficulty accessing appointments or completed the practice action plan submitted to CQC following their inspection in July 2016. The details of these can be found by selecting the 'all reports' link for York House Medical Centre on our website at www.cqc.org.uk.

At this inspection we found:

- The practice had completed their action plan and implemented changes to both the telephone and appointment systems.

- Skill mix at the practice had been increased by employing a practice pharmacist and introducing minor illness appointment with a nurse practitioner.
- The practice had continued to develop communication within the practice and with other stakeholders.
- Significant events were discussed at clinical and staff meetings to ensure learning was shared appropriately.
- The practice had reviewed the range of medicines held on site to deal with medical emergencies and introduced a new system for checking these.

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

- Take action to review the impact of changes made in response to patient feedback about accessing care.

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

Please refer to the detailed report and the evidence tables for further information.

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) inspector.

Background to York House Medical Centre

York House Medical Practice is based in a purpose built two storey health centre where another GP practice and a community pharmacy are also located. There are treatment and consulting rooms on both floors. There is also a branch surgery which was not inspected as part of this inspection.

At the time of our inspection there were approximately 12,300 patients on the practice list. The practice holds a General Medical Services (GMS) contract and provides GP services commissioned by NHS England. A GMS contract is one between the practice and NHS England and the practice where elements of the contract such as opening times are standard. Deprivation amongst children and older people is low when compared to the population nationally.

The practice has five GP partners (one male and four female) and three salaried GPs (female) who are supported by one nurse practitioner, four nurses, and two health care assistants. There is also a practice manager and deputy practice manager and a team of reception and administration staff. The practice is open from 8am to 6.30pm Monday to Friday. Patients requiring a GP outside of normal hours are advised to call the NHS 111 service or 999 for medical emergencies.

The practice is part of a federation of GP practices that offer evening appointments until 9pm and weekend appointments 9am until 12pm. These appointments are run from locations in Walton-on-Thames, Ashford, Sunbury-on-Thames and Woking.

For further details please see the practice website .

The practice is registered with CQC to provide the following regulated activities; Diagnostic and screening procedures, Treatment of disease, disorder or injury, Family planning services, Maternity and midwifery services and Surgical procedures.

Services are provided from the following locations:

York House Medical Centre Heathside Road Woking Surrey GU22 7XL

Goldsworth Park Health Centre Denton Way Woking Surrey GU21 3LQ

Only the Goldsworth Park Health Centre location was inspected during this inspection.

Are services responsive to people's needs?

At our previous inspection on 23 August 2017, we rated the practice as requires improvement for providing responsive services as responding to patient feedback in regard to providing access to care was not sufficient.

The practice had made significant changes in these arrangements when we undertook a follow up inspection on 9 October 2018. The practice is now rated as good for providing responsive services.

The practice had made a number of changes to their appointment and telephone system and the staff skill mix. However, they had not carried out any review of the changes so could not demonstrate the impact of these changes.

Responding to and meeting people's needs

The practice organised and delivered services to meet patients' needs. It took account of patient needs and preferences.

- The practice understood the needs of its population and tailored services in response to those needs.
- Telephone GP consultations and extended access appointments through the GP federation were available. This supported patients who were unable to attend the practice during normal working hours.
- Minor illness appointments were available with a nurse practitioner.
- The practice pharmacist was able to review the medicines of patients with a long-term condition to check their medicines needs were being appropriately met.

- All parents or guardians calling with concerns about a child under the age of 18 were offered a same day appointment when necessary. Same day appointments were available after school times.
- The needs of this population group had been identified and the practice had adjusted the services it offered to ensure these were accessible, flexible and offered continuity of care. For example, telephone GP consultations and extended opening hours through the GP federation.

Timely access to care and treatment

Patients were able to access care and treatment from the practice within an acceptable timescale for their needs.

- Patients had timely access to initial assessment, test results, diagnosis and treatment.
- Patients with the most urgent needs had their care and treatment prioritised.
- The practice's GP patient survey results were below local and national averages for questions relating to access to care and treatment. The data collected by the GP patient survey was collected during the period that the practice was making major changes to their appointment and telephone system so may not be an accurate reflection.

Please refer to the evidence tables for further information.