

# Sutton Valence Group Practice

## Inspection report

South Lane  
Sutton Valence  
Maidstone  
Kent  
ME17 3BD  
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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?	Requires improvement 
Are services effective?	Good 
Are services caring?	Outstanding 
Are services responsive?	Outstanding 
Are services well-led?	Good 

# Overall summary

We carried out an announced comprehensive inspection at Sutton Valence Group Practice on 13 August 2019 as part of our inspection programme.

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.

We rated the practice as **outstanding** for providing caring services because:

- The practice was an integral part of the local community and actively promoted the health of the population and because feedback from patients was consistently positive about the service they received from the practice.
- Patients had been supported by GPs and staff in times of bereavement of family members not registered with the practice. They told us that they were grateful for the support and guidance given to them and they appreciated the time staff spent with them.
- Staff were highly motivated and inspired to offer care that was kind and promoted people's dignity. We saw that relationships between patients, those close to them and practice staff was strong, caring and supportive.

We rated the practice as **outstanding** for providing responsive services because:

- Individual needs and preference were central to the planning and delivery of tailored services. The services were flexible, provided choice and ensured continuity of care.
- The national GP patient survey results published in July 2019 showed the practice was performing better than the local and national averages. These results were consistent for the practice over the last five years, despite the changes in partner/ownership.

We rated the practice as **requires improvement** for providing safe services because:

- There were identified issues with; fixed wiring certification and legionella checks, monitoring gaps in training and competency checks, vaccination screening of staff and staff recruitment checks. The practice was responsive to addressing these and implemented changes on the day of the inspection, therefore no breaches of regulation were identified. However, the new systems and processes require time to be fully embedded.

We also rated the practice as **good** for providing effective and well-led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There were comprehensive systems to keep people safe, which take account of current best practice.
- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Systems and processes to ensure good governance were good overall but some areas required time to be embedded to ensure they were implemented effectively.

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

- Continue to ensure that dispensers are competency checked in line with the practices policy and procedures.
- Establish and implement means to provide medicine labels in other formats such as large print or braille.
- Continue to monitor cervical screening uptake to ensure projected targets are achieved and maintained.
- Continue to improve the number of carers identified, to ensure they receive appropriate care and support.
- Continue to ensure that governance arrangements, implemented at the time of the inspection, are effectively embedded.

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

**Dr Rosie Bennyworth** BS BMedSci MRCGP  
Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Outstanding</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>Outstanding</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 advisor, a practice manager specialist advisor, a CQC medicines manager and a CQC medicines inspector.

## Background to Sutton Valence Group Practice

Sutton Valence Group Practice is located at South Lane, Sutton Valence, Maidstone, Kent, ME17 3BD and has a branch practice at Branch Surgery, Southways, North Street, Sutton Valence, Kent, ME17 3HT (formerly known as Cobtree Medical Centre). The provider registered Sutton Valence Group Practice with CQC in October 2018, following the merged with Cobtree Medical Centre.

The practice offered dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures, family planning and treatment of disease, disorder or injury.

Sutton Valence Group Practice is situated in a rural area of the West Kent Clinical Commissioning Group (CCG) and provides services to 6,568 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of two GPs (male) who registered with the CQC in October 2018. The practice

employs four salaried GPs (two male and two female), an advanced nurse practitioner (female), two practice nurses (female), a health care assistant (female), a practice manager, two deputy practice managers, a dispensary manager, a phlebotomist, seven dispensers and several administration staff. The practice is a training practice and has one GP in specialist training. The practice is part of a wider network of GP practices (a federation) West Kent Health.

The number of patients over the age of 65 years is above the national average (practice 31%, national 26%). The National General Practice Profile states that 96% of the practice population is from a white background with a further 4% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 83 years compared to the national average of 83 years.