

Richmond Surgery

Inspection report

Richmond Close
Fleet
Hampshire
GU52 7US
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Date of inspection: 24 July 2020
Date of publication: 28/08/2020

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 well-led?

Good 

Overall summary

We previously carried out an announced focused inspection at Richmond Surgery on 4 December 2019 as part of our inspection programme. We rated the practice as Good overall, however we found a breach of regulations and rated Well led as Requires Improvement. You can read the full report by selecting the 'all reports' link for Richmond Surgery on our website at .

We were mindful of the impact of the Covid-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what type of inspection was necessary and proportionate, this was therefore a desk-based review. On 24 July 2020, we carried out the desk-based review to confirm that the practice had carried out its plan to meet the legal requirements in relation to the breach of regulations that we identified at our previous inspection in December 2019.

We found that the practice is now meeting those requirements and we have amended the rating for this practice accordingly. The practice is now rated Good for the provision of Well led services. We previously rated the practice as Good for providing Safe, Effective, Caring and Responsive services.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we reviewed the information sent to us by the provider
- information from our ongoing monitoring of data about services and
- information from the provider.

We have rated Well led as Good because:

- The practice had identified actions to take in response to our last inspection in December 2019.
- They had reviewed the PGD and PSD processes to ensure they were compliant with legislation and offered support and training where required. (PGDs and PSDs are legal authorisations for a non-prescribing clinician to administer a given medicine).
- Staff had been offered training on maintaining the cold chain for medicines and medicine fridge temperature checking. This included escalation processes for temperatures outside the recommended range.

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

Our inspection team

We did not visit Richmond Surgery during this review. The review of information sent by the practice was undertaken remotely by a CQC inspector.

Background to Richmond Surgery

Richmond Surgery is located in a purpose built building in a residential area of Fleet, Hampshire. It provides GP services for approximately 14,118 patients and is part of North East Hampshire and Farnham Clinical Commissioning Group (CCG). The practice is also a member of the federation of all the CCG practices and in July 2019, became a primary care network with three other Fleet locality practices.

There are five GP partners (whole time equivalent (WTE) 5), three practice nurses (WTE 3.8), a senior healthcare assistant and a phlebotomist/healthcare assistant. The practice is also a training practice for medical students and trainee GPs.

Day to day coordination of the service are managed by a managing partner, a practice administrator, two administrators, a lead medical secretary, two medical secretaries and 12 reception staff.

The practice provides services from: Richmond Surgery, Richmond Close, Fleet, Hampshire, GU52 7US.

They are registered with the CQC to provide the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

According to national statistics, there is a higher than average number of patients over the age of five to 18 years and aged over 65 to 75 years. The practice is in an area of low deprivation. The local population is predominantly white British, with approximately 5% of the population originating from a black, mixed or other non-white minority ethnic backgrounds.

Richmond Surgery has been inspected before. You can view the previous reports by selecting the “all reports” link for Richmond Surgery on the CQC website.