

Chertsey Health Centre

Inspection report

Stepgates
Chertsey
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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 

Overall summary

We carried out an announced focused inspection at Chertsey Health Centre on 02 October 2019. This was to follow up on a breach of regulation found at our previous inspection on 07 March 2019, the practice was rated good overall and requires improvement for providing safe services. The details of these can be found by selecting the 'all reports' link for Chertsey Health Centre on our website at www.cqc.org.uk.

During the inspection we looked at the following key question

- Is it safe?

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 the practice as good for providing safe services. The practice remains rated as good overall and good for all population groups.

We found significant improvements:

- Health and safety risk assessments, including fire, COSHH and liquid nitrogen had been completed and action plans were in place to complete mitigating actions.
- Infection control audits had been reviewed and action plans completed.

- Staff immunisation status was monitored in line with current Public Health England guidance.
- Arrangements were in place to ensure emergency medicines and equipment were regularly checked and fit for use.
- Protocols for checking pathology results ensured that results were checked within an appropriate timescale reducing reliance on the laboratory to alert the practice to urgent results.
- The practice had implemented formal clinical supervision arrangements for the nursing team, which included each nurse having a named GP clinical supervisor.
- The recording of patient safety alerts included completed actions and where no action was required.
- The process for obtaining and recording consent had been reviewed and improved to ensure where appropriate signed consent forms were attached to the clinical record.

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

- Continue to monitor and improve the recording of checks including blank prescription tracking and actions taken from safety alerts.

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

Our inspection team was led by a CQC Lead Inspector and included a second CQC Inspector.

Background to Chertsey Health Centre

The Chertsey Health Centre was formed by the merger of two GP practices in April 2018. The Chertsey Health Centre is situated in the Stepgates area of Chertsey. The practice is located in the Chertsey Family Health Centre which is a purpose-built property, both of the practices which merged were located in this building. The building is owned by NHS Estates and there are two providers sharing the property. At the time of our inspection there were approximately 20,100 patients on the practice list. The practice has a General Medical Services (GMS) contract and offers enhanced services for example; various immunisation and learning disabilities health check schemes.

The practice has seven GP partners and four salaried GPs (five male and six female), one nurse practitioner, six nurses, a healthcare assistant and a clinical pharmacist. They are supported by a practice manager and team of reception and administration staff. The practice is a training practice, and at the time of our inspection had three GP registrars. (Training practices have GP trainees and F2 doctors).

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours surgeries for pre-booked appointments are offered 6.30pm to 7:30pm Monday to Thursday evenings and alternate Friday evenings and

8.30am to 12pm every Saturday. Patients requiring a GP outside of normal hours are advised to call the surgery where they are redirected to an external out of hours service.

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 about the practice 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, Maternity and midwifery services, Family planning services and Surgical procedures.

The service is provided at the following location:-

Chertsey Health Centre

Chertsey Family Health Centre

Stepgates

Chertsey

Surrey

KT16 8HZ