

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?

Requires improvement 

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 Chertsey Health Centre on 7 March 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 and good for all population groups.

We found that:

- 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.

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

- The practice did not have clear systems and processes to keep patients safe.

- The practice did not have appropriate systems in place for the safe management of medicines.

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

- Ensure that care and treatment is provided in a safe way.

(Please see the specific details on action required at the end of this report).

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

- Improve the system for reviewing pathology results to reduce reliance on the laboratory alerting the practice of urgent results.
- Improve the recording and monitoring of where palliative patients would prefer to die.
- Improve the recording patient safety alerts to include completed actions.
- Review formal clinical supervision for the nursing team.
- Improve the process for signed consent forms being attached to the clinical record.

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

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

Our inspection team

Our inspection team was led by a CQC Lead Inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

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

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met: Assessments of the risks to the health and safety of service users receiving care or treatment were not being carried out. In particular: There were no health and safety risk assessments or risk assessments in place for the storage of hazardous substances including liquid nitrogen. There was no record of actions identified by the fire risk assessment being completed. There was insufficient assessment of the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated. In particular: There was no clear action plan to complete mitigating actions identified in the infection control audit. GPs were not complying with the hand hygiene policy of the practice. The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular: Staff vaccination was not maintained in line with current Public Health England guidance. Blank prescription forms were not monitored in line with national guidance. Arrangements to monitor the stock levels and expiry dates of medicines and emergency gases were not sufficient. Not all clinical staff were aware of NICE guidelines regarding sepsis.</p>