

St Stephens House Surgery

Quality Report

102 Woodfield Lane

Ashted

Surrey

KT21 2DP

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Website: www.st-stephenssurgery.nhs.uk

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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 service

Good



Are services safe?

Good



Summary of findings

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Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at the St Stephens House Surgery on 6 September 2016 and a focused follow up inspection on 17 August 2017. The practice was rated good overall. However, we found that the practice required improvement for the provision of safe services because breaches of regulation were identified. The full comprehensive report on the 6 September 2016 inspection can be found by selecting the 'all reports' link for St Stephens House Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused follow up inspection carried out on 6 February 2018. This was to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 17 August 2017. This report covers our findings in relation to those issues identified only.

Overall the practice is still rated as good and is now good in the safe domain.

Our key findings were as follows:

- The practice had incorporated a new on line training system that all staff had access to.
- Staff had received the appropriate training for their role.
- The practice manager had access to a training matrix and certificates of training were held in staff files.
- The GPs had quarterly training from the local clinical commissioning group.
- The practice was identifying potential areas of additional training support for non clinical staff in their everyday roles.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

St Stephens House Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC lead inspector.

Background to St Stephens House Surgery

St Stephens House Surgery is a practice offering general medical services to the population of Ashted in Surrey. There are approximately 5,700 registered patients. The practice population has a higher number of patients between 0-4 and 65+ years of age than the national and local clinical commissioning group (CCG) average. The number of patients with a longstanding health condition is 48% compared to the CCG average of 52% and national average of 54%. The percentage of registered patients suffering deprivation (affecting both adults and children) is lower than the average for both the CCG area and England.

St Stephens House Surgery is run by three partner GPs (female). The practice is also supported by a salaried GP (Female), three practice nurses, a healthcare assistant, a team of administrative and reception staff, and a practice manager.

The practice runs a number of services for its patients including asthma clinics, diabetes clinics, coronary heart disease clinics, minor surgery, child immunisation clinics, new patient checks and travel vaccines and advice.

Opening hours are 8am to 6.15pm Monday to Friday.

Extended hours are:

Tuesday 7.40am to 8am

Wednesday 6.30pm to 7pm

Friday 7.30am to 8am

And one day per month on a Saturday 9am to 11am

During the times when the practice is closed arrangements are in place for patients to access care from Care UK which is an Out of Hours provider.

The practice is part of a hub of GP practices that offer evening appointments until 9pm and weekend appointments 9am until 1pm. These appointments are not run from the practice but from separate locations in Leatherhead, Epsom and on the Downs.

St Stephens House Surgery is registered to provide services from the following location:

St Stephens House, 102 Woodfield Lane, Ashted, Surrey, KT21 2DP.

Why we carried out this inspection

We undertook a comprehensive inspection of St Stephens House Surgery on 6 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but required improvement for providing safe services. The full comprehensive report following the inspection in September 2016 can be found by selecting the 'all reports' link for St Stephens House Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of St Stephens House Surgery on 17 August 2017 but found that improvements were still required for the safe domain. We therefore carried out a further follow up focused inspection

Detailed findings

on the 6 February 2018 to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Are services safe?

Our findings

At our previous inspection on 17 August 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of staff training were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 6 February 2018. The practice is now rated as good for providing safe services.

Information to deliver safe care and treatment

At the previous inspection it was found the practice had a system whereby a list of training was detailed in each staff members personnel file. However, we saw that this was not effective as a number of staff had not received essential training or training was out of date. For example, fire safety, infection control for administrative staff.

At this inspection we found that all staff had completed all mandatory training. All staff had access to on line training which covered all of their mandatory training. The practice manager had access to a training matrix and was able to see all of the staff training and the dates these were completed. The system easily showed when training was overdue and sent a reminder to the staff member four

weeks before the required update. The practice manager had required staff to complete training by December 2017. Records we reviewed showed that staff had completed all training required. This included infection control, fire safety, information governance, the mental capacity act and safeguarding for both vulnerable adults and children. The practice nurses had completed additional training for their role. This included cytology screening 2016, immunisation 2017 and chronic obstructive pulmonary disease (COPD) 2017 and yearly basic life support.

The GPs also attended quarterly training held by the local clinical commissioning group. We saw that a meeting was arranged for 21 February 2018 and topics to be covered included diagnostics and cancer care.

The practice manager was aware that technology and systems were being updated on a regular basis and wanted to ensure that staff had the support needed to keep up with the changes happening. The practice manager had planned for the administration staff to have a team meeting and review additional training support requirements. All admin staff had been asked to complete a questionnaire to ask if additional support could help in their everyday roles. Topics included the electronic prescription service, e-mailing the two week cancer referrals and choose and book.