

# The Fairlands Practice

## Inspection report

Fairlands Medical Centre  
Fairlands Avenue, Worplesdon  
Guildford  
Surrey  
GU3 3NA  
Tel: 01483 594250  
www.fairlands.co.uk

Date of inspection visit: 13 Mar  
Date of publication: 09/04/2019

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

**This practice is rated as Good overall and in the safe domain.** (Previously inspected December 2017 where it was rated as good overall and requires improvement in safe)

From the inspection in December 2017 the practice was told they must:

- Safe care and treatment must be provided in a safe way to patients, including the proper and safe management of medicines and acting on all medicine alerts.
- Review their significant event reporting and investigation process following incidents that affect the health, safety and welfare of people using the service.
- Review their process in managing the use of prescription forms throughout the practice so as to mitigate risk.

The full comprehensive report can be found by selecting the 'all reports' link for The Fairlands Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced follow up inspection carried out on 13 March 2019, 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 December 2017. This report covers our findings in relation to those improvements made since our last inspection.

Our judgement of the quality of care at this service is based 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.

The practice is rated as good overall and good for all the population groups.

The key question is now rated as:

Are services safe? – Good

At this inspection we found: -

- There was a system for the tracking of prescription stationery throughout the practice.
- We checked the emergency response bag and found all medicines were within their expiry date. There was a recorded monthly check carried out by the nurses.
- Any errors in dispensing medicines were recorded and investigated.
- The dispensary had processes for collecting near-miss error data.
- Dispensary staff showed us standard operating procedures which covered all aspects of the dispensing process (written instructions about how to safely dispense medicines). We saw evidence of regular review of these procedures.
- The controlled drug register was correctly completed and there was evidence to demonstrate that expiry dates and balance checks of medicines were being undertaken.
- Significant events were recognised and recorded as such.
- The dispensary team were informed of medicine alerts and acted appropriately, which included having their own folder to retain alerts and recording action taken. This was detailed in the standard operating procedures.

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

- Review how the practice could provide information in accessible formats.
- Review other avenues of learning to support the dispensary staff with their development.

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

This inspection was carried out by a CQC inspector and a GP specialist advisor.

## Background to The Fairlands Practice

The Fairlands Practice has a main surgery and a branch surgery. Both surgeries are located in purpose built premises. It provides general medical services to 12,600 registered patients. The practice has been accredited to provide training to GP trainees.

The practice has four GP partners (two male and two female), three salaried GPs and a GP trainee. The team also comprises of a nurse practitioner, a lead nurse and four practice nurses, one healthcare assistant, and two part time phlebotomists. There is also a dispensary team, a practice manager, a deputy practice manager and administration and reception staff.

The practice is able to offer dispensing services from the branch surgery to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy. The practice serves a population that has lower deprivation levels affecting both adults and children than the national average.

Services are provided from the following premises, and patients can attend either of the two practice premises. For this inspection we only visited the Glaziers Lane Surgery due to the previous inspection raising concerns for the dispensary which is located there.

Fairlands Medical Centre, Fairlands Avenue, Worplesdon, Guildford, GU3 3NA

### Opening Times

Monday to Friday 8am to 6.30pm

And the branch surgery

Glaziers Lane Surgery, Glaziers Lane, Normandy, Guildford, Surrey, GU3 2DD

### Opening Times

Monday to Friday 8am to 5pm

Patients are able to access evening and weekend appointments from the local hub providing extended hours. Weekdays from 6pm to 8pm, Saturday 8am to 12pm and Sunday 10am to 2pm.

For further details about the practice please see the practice website: [www.fairlands.co.uk](http://www.fairlands.co.uk)

The practice is registered with CQC to provide the following regulated activities:

Maternity and midwifery services

Diagnostic and screening procedures

Treatment of disease, disorder or injury

Surgical Procedures