

# The Grove Surgery

## Inspection report

Farthing Grove  
Netherfield  
Milton Keynes  
Buckinghamshire  
MK6 4NG  
Tel: 08444772478  
[www.thegrovesurgery-netherfield.co.uk](http://www.thegrovesurgery-netherfield.co.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 location

Good 

Are services safe?

Requires improvement 

Are services effective?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at The Grove Surgery on 1 October 2019 as part of our inspection programme. We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Safe
- Effective
- Well-led

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. The practice was rated as requires improvement for providing safe services.**

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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was a clear leadership structure and staff felt supported by management. The practice proactively sought feedback from staff and patients, which it acted on.

- There was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Systems and processes to reduce risks to patient and staff safety needed strengthening.
- Risks to patients and staff had not adequately been assessed, in particular those relating to staff immunity status and infection prevention and control.

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

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

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

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

- Continue to monitor the practice's performance, in particular the number of patients being excepted.
- Encourage improved uptake of national cancer screening initiatives and childhood immunisations amongst the practice population.
- Ensure all staff complete sepsis awareness training.
- Accurately record smoking status for patients.

**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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, a practice manager specialist adviser and a second CQC inspector who was shadowing the team.

## Background to The Grove Surgery

The Grove Surgery is located at Farthing Grove, Netherfield, Milton Keynes, MK6 4NG. It is part of the NHS Milton Keynes Clinical Commissioning Group (CCG). The practice holds a General Medical Services (GMS) contract for providing services, which is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities.

The practice serves a population of approximately 7,900 patients. The practice population is largely white British, with less than 30% of the practice population being from Black and Minority Ethnicity backgrounds. Only 6% of the practice population are aged over 65 years and 28% are aged under 18 years.

Information published by Public Health England, rates the level of deprivation within the practice population group as one on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. 8% of the practice population are unemployed.

The clinical team consists of three GP partners, one lead nurse, an advanced nurse practitioner, two practice nurses and a practice pharmacist. The team is supported

by a practice manager and a team of non-clinical, administrative staff. Members of the community midwife and health visiting team operate regular clinics from the practice location.

The practice operates from a single-storey purpose-built property. There is a car park outside the surgery, with disabled parking available.

The Grove Surgery is open from 8am to 6.30pm Monday to Friday. Appointments are available daily between 8.30am and 11am and between 3.30pm and 5.30pm. Extended appointment times are available on Saturdays between 8.15am and 10.30am, for pre-booked appointments only. When the practice is closed out of hours services can be accessed via the NHS 111 service. Information about this is available in the practice and on the practice website and telephone line. Patients are also able to access appointments outside of normal surgery hours via the Milton Keynes extended access service organised by the local federation, enabling patients to be seen at a number of different practices across the locality for routine appointments.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.

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><b>How the regulation was not being met:</b></p> <p>The provider had failed to do all that is reasonably practicable to mitigate risks to the health and safety of service users of receiving care or treatment.</p> <p>In particular we found:</p> <ul style="list-style-type: none"><li>• The arrangements for identifying, recording and managing risks, issues and implementing mitigating actions were not operated effectively, in particular in relation to infection prevention and control standards.</li><li>• The practice had not consistently sought assurance on the immunity status of all staff. The practice had not assessed the resulting risks to patients and staff.</li></ul> <p>This was in breach of Regulation 12(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>