

Yalding Surgery

Inspection report

Burgess Bank
Benover Road, Yalding
Maidstone
ME18 6ES
Tel: 01622814380
www.yaldingdoctors.nhs.uk

Date of inspection visit: 8 December 2022
Date of publication: 08/02/2023

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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Yalding Surgery on 8 December 2022. Overall, the practice is rated as good.

Safe – Good

Effective - Good

Caring - Good

Responsive - Good

Well-led -Good

The practice was previously inspected under a different provider. Following our previous inspection on 20 June 2019 the practice was rated as Requires Improvement overall and for providing safe and well-led service. The practice was rated as Good for providing effective, caring and responsive services. The current provider took over the service on 23 September 2021. This is the first rated inspection under the current provider.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Yalding Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as Good.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.
- 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.

Whilst we found no breaches of regulations, the provider **should**:

- Continue with their action plan to ensure the effective monitoring of patients prescribed a direct oral anticoagulant.
- Review current systems and processes for the identification of patients affected by safety alerts and take action to effectively communicate risks identified by these alerts with patients.
- Continue with their action plan to ensure the effective monitoring of patients prescribed benzodiazepine or Z drugs.
- Continue to record the expiry dates of the emergency medicines held as part of the practice's emergency medicines checks.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and along with a CQC medicines inspector, undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Yalding Surgery

Yalding Surgery is located at Burgess Bank, Benover Road, Yalding, Maidstone, ME18 6ES.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; surgical procedures and family planning.

The practice is situated within the Kent and Medway Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 6,640. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices: Weald Primary Care Network (PCN).

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the seventh lowest decile (7 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97.8% White, 1.0% Asian, 0.9% Mixed, 0.3% Black and 0.1% Other.

There is a team of 3 GP partners and 1 salaried GP at the practice. The practice has a team including a paramedic, 3 nurses and 1 advanced nurse practitioner who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception and administration staff. The practice manager and operations manager provide managerial oversight. The practice has an onsite dispensary. The dispensary manager is supported by a team of 4 dispensers.

The practice is open between 8am to 6.30pm on Monday, Tuesday, Wednesday and Friday, and between 8am to 8pm on Thursday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111. NHS 111 deals with urgent problems when GP surgeries are closed.