

# Cranleigh Medical Practice

## Inspection report

18 High Street  
Cranleigh  
Surrey  
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[www.cranleighmedicalpractice.com](http://www.cranleighmedicalpractice.com)

Date of inspection visit: 7 Aug 2019

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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?

Good 

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 Cranleigh Medical Practice on 7 August 2019 as part of our inspection programme.

We had previously carried out an announced comprehensive inspection at Cranleigh Medical Practice in October 2014. The practice was last rated as Good overall and Good in all domains with the exception of responsive and older population where they were rated as outstanding. The practice has now been rated good in these areas. However, this does not indicate a decline in the care being provided. As general practice has improved over time and previous outstanding practice has been incorporated into more standard care, what was previously considered outstanding has not remained so. All of the practices' previous reports can be found by selecting the 'all reports' link for Cranleigh Medical Practice on our website [www.cqc.org.uk](http://www.cqc.org.uk)

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Is it Safe
- Is it Effective
- Is it Caring
- Is it Responsive
- Is it Well led

**We have rated this practice as good overall and in all of the key questions. They have been rated as good overall for all population groups.**

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 rated the practice **good** for providing safe, effective, caring, responsive and well-led care because:

- 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.
- 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.
- The care co-ordinator was proactive in identifying those patients who needed additional care. The Care coordinator phoned all patients over 65 who had been discharged from hospital. Any unmet needs, reviews or onward referrals were addressed during the call.
- The practice held a weekly meeting with the frailty lead GP, community matron and care coordinator to discuss all patients on a virtual ward. The virtual ward was made up of patients who had recently been discharged from hospital, contacted the ambulance service (SECAMB), been seen in A&E, been an inpatient for more than ten days, were in a community bed or patients that team members had concerns about.
- The practice has emergency on the day appointments with members of the duty team. The duty team consisted of a minor illness nurse, practice nurse, prescribing paramedic, GP registrars and foundation doctors (FY2). The duty team was supported by the duty GP.
- There was a clear leadership structure and staff felt supported by management.
- Staff worked well together as a team and all felt supported to carry out their roles. There was a strong team ethos and culture of working together for a common aim.

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

- Continue to review and improve ways to increase uptake for cervical screening to be in line with Public Health England's target of 80%.
- Review immunisation status for all staff and record in a central location

**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, and a practice manager adviser.

## Background to Cranleigh Medical Practice

Cranleigh Medical Practice is situated on the High Street of Cranleigh. The practice has a General medical services (GMS) contract with the NHS. There are approximately 16,033 patients registered at the practice. Services are commissioned by NHS Guildford and Waverley Clinical Commissioning Group.

The practice has seven partner GPs, (four male, three female) and five salaried GPs. All partner GPs have lead responsibilities and management roles. The practice is also a training practice. Training practices, help qualified doctors, known as registrars, complete the final stages of their GP Training. The practice is supported by five practice nurses, 3 of whom are trained in minor illness and one nurse who specialises in minor illness only, three healthcare assistants, a prescribing practice pharmacist and a prescribing paramedic practitioner. There is also a team of patient service advisors, administrative staff, a finance manager, an operations manager, a systems controller and a practice manager.

The practice runs a number of services for its patients including minor surgery clinics, joint injection clinics, coil and implant clinics (women's health), asthma clinics, wound care, chronic disease reviews, child immunisation clinics, diabetes clinics, new patient checks and holiday vaccinations and advice. The practice also runs lunchtime nurse/pharmacist clinics.

Services are provided from one location:

18 High Street Cranleigh Surrey GU6 8AE

Cranleigh Medical Practice is open 8am - 6.30pm

The practice has a higher than average number of registered patients over 65 years of age for England. This is partly due to the proximity of a retirement village on the outskirts of Cranleigh Based on data available from Public Health England, the levels of deprivation in the area served by the practice showed the practice is located in a less deprived area than national averages, ranked at 10 out of 10, with 10 being the least deprived. (Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial).

For information about practice services, opening times and appointments please visit their website at [www.cranleighmedicalpractice.com](http://www.cranleighmedicalpractice.com)

The practice is registered to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Family planning services
- Maternity and midwifery services
- Surgical procedures
- Diagnostic and screening procedures