

Heathcot Medical Practice

Inspection report

York House Medical Centre
Heathside Road
Woking
Surrey
GU22 7XL
Tel: 01483 761100
www.heathcotmedicalpractice.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 location

Good



Are services well-led?

Good



Overall summary

This practice is rated as Good overall. (Previous rating October 2017 – Good overall and in all domains with the exception of well led which was rated as required improvement)

The key questions at this inspection are rated as:

Are services well-led? - Good

We carried out an announced focused inspection at Heathcot Medical Centre on 9 October 2018. This was to follow up on a breach of regulations identified at our previous inspection. At our previous inspection on the 11 October 2017 we found that the provider did not have complete records of recruitment and that staff training was not complete. The details of these can be found by selecting the 'all reports' link for Heathcot Medical Practice on our website at www.cqc.org.uk.

At this inspection we found:

- Clinical and non-clinical staff training was complete.
- The practice had addressed the concerns that were identified at our previous inspections and had complete records of recruitment checks.

The area where the provider **should** make improvements is:

- Continue to develop processes for monitoring staff training

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

Background to Heathcot Medical Practice

Heathcot Medical Practice is based in a purpose built two storey health centre where another GP practice and a community pharmacy are also located. On the site is also a community hospital and a walk in centre. There are treatment and consulting rooms on both floors. There are also two branch surgeries which were not inspected at this time.

At the time of our inspection there were approximately 19,000 patients on the practice list. The practice holds a General Medical Services (GMS) contract and provides GP services commissioned by NHS England. A GMS contract is one between the practice and NHS England and the practice where elements of the contract such as opening times are standard. The practice provides GP services to six care/residential/nursing homes that are located within the practice boundary. The practice has relatively large numbers of patients from birth to nine years and 30 to 49 years when compared to the national average. The practice has a lower than average number of patients aged 15 to 29 years and 55 to 84 years when compared to the national average. Deprivation amongst children and older patients is low when compared to the population nationally.

The practice has six GP partners and four salaried GPs (four male and six female) who are supported by a clinical pharmacist, five nurses, three health care assistants and two phlebotomists. There is also a practice manager and deputy practice manager and a team of reception and administration staff.

The practice is open from 8am to 6.30pm Monday to Friday. Patients requiring a GP outside of normal hours are advised to call the NHS 111 service or 999 for medical emergencies.

The practice is part of a federation of GP practices that offer evening appointments until 9pm and weekend appointments 9am until 12pm. These appointments are run from locations in Walton-on-Thames, Ashford, Sunbury-on-Thames and Woking.

For further details about the practice please see the practice website:

The practice is registered with CQC to provide the following regulated activities; Diagnostic and screening procedures, Treatment of disease, disorder or injury, Family planning services and Surgical procedures.

Services are provided from the following locations:

York House Medical Centre Heathside Road Woking Surrey GU22 7XL

Brewery Road Surgery 54 Brewery Road Horsell Woking Surrey GU21 4NA

Knaphill Surgery Redding Way Knaphill Woking Surrey GU21 2DN

Only the main York House Medical Centre location was inspected during this inspection.

Are services well-led?

We rated the practice as good for providing a well-led service.

At our previous inspection on 11 October 2017, we rated the practice as requires improvement for providing well-led services as the arrangements in respect of the systems for monitoring staff training were not sufficient.

These arrangements had significantly improved when we undertook a follow up inspection on 9 October 2018. The practice is now rated good for providing well-led services.

Governance arrangements

There were clear responsibilities, roles and systems of accountability to support good governance and management. In particular;

- The practice understood the learning needs of staff and provided training to meet them. Up to date records of skills, qualifications and training were maintained. The practice told us they were reviewing their systems for ensuring that staff training was up to date.
- The practice had appropriate systems to safeguard children and vulnerable adults from abuse. All staff received up-to-date safeguarding and safety training appropriate to their role.
- The practice carried out appropriate staff checks at the time of recruitment and on an ongoing basis. This included references and checks through the disclosure and barring service. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.)

Please refer to the evidence tables for further information.