

# Yellow Practice

## Inspection report

The Health Centre  
Rodney Road  
Walton-on-thames  
KT12 3LB

Tel: 01932 414136

[www.yellowpracticewalton.nhs.uk](http://www.yellowpracticewalton.nhs.uk)

Date of inspection visit: 15 May 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?

Requires improvement 

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 Yellow Practice on 15 May 2019 as part of our inspection programme.

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.**

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

- The practice did not demonstrate that they provided care in a way that kept patients and staff safe and protected them from avoidable harm.

We rated the practice as **good** for providing effective, caring, responsive and well-led services because:

- 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.

We found that:

- Patients received effective care and treatment that met their needs. The practice had an efficient system for handling correspondence and test results to ensure there were no delays for the patient.

- 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 practice had a very low rate of patients who did not attend booked appointments.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

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

- Review confidentiality sharing agreements in place with co-located services.
- Review ways to improve childhood immunisations rates to be in line with World Health Organisation targets.
- Review and ensure systems for checking emergency equipment are embedded.

**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 advisor and a second CQC inspector.

## Background to Yellow Practice

Yellow Practice is located in Walton on Thames and offers general medical services to approximately 4,900 patients. The premises are owned by a third party organisation who are responsible for the maintenance of the building. The building is shared with two other GP practices and a number of other health services. The practice has a higher than average number of patients over 65 years when compared to the England average. Deprivation amongst children and older people is low when compared to the population nationally. The provider of this service has changed and since June 2018 has been provided by a new GP.

The practice is part of NHS North West Surrey Clinical Commissioning Group. The practice is a teaching practice; at the time of our inspection they did not have any students attached to the practice. (Teaching practices take medical students and training practices have GP trainees and F2 doctors who are qualified doctors but have not yet completed specialist training as a GP).

Yellow Practice is an individual GP (female) supported by a salaried GP (female) and a long term locum GP (male). They are supported by three practice nurses, one treatment room nurse, a clinical pharmacist and a health care assistant, a practice manager and a team of administrative/reception staff.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are offered 7.30am to 8am Wednesday. When the practice is closed patients are advised to call NHS 111 where they will be given advice or directed to the most appropriate service for their medical needs.

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: [www.yellowpracticewalton.nhs.uk](http://www.yellowpracticewalton.nhs.uk)

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

The service is provided from the following location:

Yellow Practice  
The Health Centre  
Rodney Road  
Walton-on-Thames  
KT12 3LB

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 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><b>The premises being used to care for and treat service users was not being used in a safe way. In particular:</b></p> <ul style="list-style-type: none"><li>• Risk assessments were out of date and actions not always completed. Action plans were not updated when actions had been completed.</li></ul> <p><b>There was no proper and safe management of medicines. In particular:</b></p> <ul style="list-style-type: none"><li>• Security of blank prescription forms was not maintained in line with current guidance.</li><li>• Patient group directives had not been signed appropriately and there was no system to record patient specific directions on the patient's medical record.</li><li>• Patients prescribed methotrexate were not appropriately monitored.</li><li>• The temperatures of vaccine fridges were recorded as higher than the appropriate storage temperature range and one fridge was overstocked.</li></ul> <p><b>There was not sufficient assessment of the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated. In particular:</b></p> <ul style="list-style-type: none"><li>• Clinical staff were not compliant with the practice policy of "bare below the elbows".</li><li>• Clinical waste was seen disposed of in a domestic bin.</li></ul>