

Guildowns Group Practice

Quality Report

91-93 Wodeland Avenue
Guildford
Surrey
GU2 4YP

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Website: www.guildowns.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 service

Good



Are services safe?

Good



Summary of findings

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	4

Detailed findings from this inspection

Our inspection team	5
Background to Guildowns Group Practice	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Guildowns Group Practice on 23 February 2016. The overall rating was requires improvement. During the inspection we found breaches of legal requirements and the provider was rated as requires improvement for providing safe and well-led services. Following this inspection the practice sent to us an action plan detailing what they would do to meet the legal requirements in relation to the breaches.

We carried out a focused follow up inspection on 12 January 2017, this inspection was to verify if the practice had carried out their action plan to meet the legal requirements in relation to the breaches in regulations that we had identified in our previous inspection on 23 February 2016. We found that they had completed their action plan and made significant improvements. Overall the practice was rated good. During the inspection we found a breach of legal requirements and the provider remained rated as requires improvement for providing safe services. Following this inspection the practice sent to us an action plan detailing what they would do to meet the legal requirements in relation to the following:-

- Ensuring there is an efficient system across all four sites to securely track prescriptions for high risk medicines.

This report covers our findings in relation to the concerns regarding prescriptions for high risk medicines. The full comprehensive report on the 23 February 2016 and the focused follow up report on the 12 January 2017 inspection outcomes can be found by selecting the 'all reports' link for Guildowns Group Practice on our website at www.cqc.org.uk.

This inspection to the main practice and the three branch surgeries was an announced focused follow up inspection to confirm the practice had carried out their action plan to meet the legal requirements in relation to the breaches in regulations that we had identified in our previous inspection on 12 January 2017. We found that they had completed their action plan and made significant improvements. Overall the practice is rated as good and the practice is now rated as good for providing safe services.

Our key findings at this inspection, 29 June 2017 were as follows:-

- The practice had implemented an efficient system in all four sites to securely track prescriptions for high risk medicines.

Summary of findings

- All appropriate staff had been trained and understood the protocol for tracking prescriptions for high risk medicines.

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

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is now rated as good for providing safe services.

Following our previous inspection 12 January 2017 the practice had made significant improvements.

At this inspection on 29 June 2017, we found:

- The practice had implemented an efficient system in all four sites to securely track prescriptions for high risk medicines.
- Staff were trained and understood the protocol for handling prescriptions for high risk medicines.

Good



Guildowns Group Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team consisted of a CQC lead inspector.

Background to Guildowns Group Practice

Guildowns Group Practice is a large training practice providing services from four locations in Guildford. When we inspected in February 2016 the four locations were all registered separately with CQC so individual reports were produced for each location. Since our February 2016 inspection Guildowns Group Practice has changed its registration with CQC and now Wodeland Avenue is registered as the main location and the other three practices are registered as branches of Guildowns Group Practice. Due to the change in registration a single report will be published covering all four sites from the January 2017 inspection.

At the time of our inspection there was one GP registrar training with the practice. The practice is also providing training for two physician associates. (A training practice has GP trainees who are qualified doctors completing a specialisation in general practice.) Three of the locations are GP surgeries and the fourth is a university medical practice. There are approximately 25,200 patients on the group practice list and patients can choose to attend any of the four surgeries. The group practice has a lower than average number of patients from birth to 14 years and 40 to 80 years. The practice has a higher than average number of patients between 15 and 29 years, this is due to providing GP care on a university site.

The practice has eight partners, six salaried GPs (four male and 10 female), the hours worked by the GPs equate to 11.25 whole time equivalent GPs. They are supported by a pharmacist, a nurse practitioner, six practice nurses, four healthcare assistants/phlebotomists, a practice manager, a management team, administrative staff and patient services staff. Most of the clinical staff and some of the non-clinical staff work across more than one location and staff can work across all four locations if required.

Wodeland Surgery is a purpose built surgery and approximately 7,500 patients are registered at this location. The Oaks is a converted residential property with approximately 4,000 patients registered. Stoughton Road is a converted shop with approximately 4,500 patients registered. The Student Health Centre is a purpose built property which is shared with other health and wellbeing services on the University of Surrey campus, with approximately 9,000 patients registered. The Oaks and Stoughton Road have higher levels of chronic illness than the other locations and The Student Health Centre patients are primarily 18-30 years old and are students and their families.

During this inspection we only visited the Wodeland Surgery.

This service is provided at the following locations:

Wodeland Surgery, 91-93 Wodeland Avenue, Guildford, Surrey, GU2 4YP.

Opening times

Monday to Friday 8am to 6.30pm

Saturday 9am to 11.30am

Extended hours

Detailed findings

GP appointments 6.30pm to 7.30pm Monday evening; 7.30am to 8am Thursday morning. Phlebotomy appointments 7.30am to 8.30am Monday, Wednesday and Thursday mornings and nurse appointments 7.30am to 8.30am Thursday morning

The Oaks Surgery, Applegarth Avenue, Park Barn, Guildford, Surrey, GU2 8LZ.

Opening times

Monday, Wednesday, Thursday, Friday 8am to 6.30pm

Tuesday 8am to 12.30pm

Extended hours

Nurse appointments 7am and 8am Wednesday morning

Stoughton Road Surgery, 2 Stoughton Road, Guildford, Surrey, GU1 1LL.

Opening times

Monday, Tuesday, Wednesday, Friday 8am to 6.30pm

Thursday 8am -12.30pm

Extended hours

GP appointments and for phlebotomy 7am and 8am on a Monday morning

The Student Health Centre, Stag Hill, University of Surrey, Guildford, Surrey, GU2 7XH.

Opening times

Monday, Tuesday, Thursday, Friday 8am to 6.30pm

Wednesday 8am -12.30pm

When the surgeries are closed patients can be seen at the other locations. In addition to pre-bookable appointments that could be booked up to six weeks in advance, urgent appointments were also available for patients that needed them, although these may be offered at any of the four locations.

Patients requiring a GP outside of normal working hours are advised to contact the NHS GP out of hours service NHS 111. Patients are informed how to access this service through the practice website and leaflet and by a recorded telephone message if they call the practice outside normal working hours.

The practice has a General Medical Services (GMS) contract. GMS contracts are nationally agreed between the General Medical Council and NHS England.

Why we carried out this inspection

We undertook a comprehensive inspection of Guildowns Group Practice on 23 February 2016 and a focused follow up on 12 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the 23 February 2016 inspection and the report for the focused follow up 12 January 2017 inspection can be found by selecting the 'all reports' link for Guildowns Group Practice on our website at www.cqc.org.uk.

We undertook a follow up focused warning notice inspection of Guildowns Group Practice on 29 June 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a focused inspection of Guildowns Group Practice on 29 June 2017. This involved reviewing evidence that:

- An efficient system was used to securely track prescriptions for high risk medicines.
- An up to date protocol was available to staff that included details of how prescriptions for high risk medicine should be stored and tracked.
- Staff had received training in security and tracking of prescriptions for high risk medicines.
- Minutes of meetings were available to review.

During our visit we:

- Spoke with a GP partner and other staff which included patient services staff.

Are services safe?

Our findings

At our previous inspection on 12 January 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of the control of high risk medicine prescriptions were not adequate.

During our inspection 29 June 2017 we found that the arrangements for the control of high risk medicine prescriptions had significantly improved and the practice is now rated as good for providing safe services.

Overview of safety systems and process

At our inspection 12 January 2017 staff we spoke with told us that there was a protocol for high risk medicine prescriptions on each site. On one site we found that this protocol was not being followed and there were a number of gaps in the recording system for these prescriptions.

During our inspection 29 June 2017 we saw evidence that the practice had reviewed the systems for tracking prescriptions for high risk medicines and issued a revised protocol which was implemented across all four sites.

Staff we spoke with confirmed that a protocol for high risk medicines prescriptions was available and they had received updated training. We saw evidence in meeting minutes that the new protocol had been discussed.

The practice told us that audits of the high risk prescriptions system were completed monthly, on each site. Staff we spoke with confirmed that the audit took place and they received feedback from the audits. The results of the audit were also reviewed by one of the GP partners.

We also reviewed a sample of 25 high risk medicines prescriptions and found that they were securely tracked with no gaps in recording.