

# Thorkhill Surgery

## Quality Report

**Thorkhill Gardens  
Thames Ditton  
Surrey  
KT7 0UP**

Tel: **020 8398 3141**

Website: [www.thorkhillsurgery.co.uk](http://www.thorkhillsurgery.co.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 effective?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Thorkhill Surgery on 4 May 2016. During this inspections we found a breach of legal requirements and the provider was rated as Good overall but with requires improvement under the effective domain. The practice sent to us an action plan detailing what they would do to meet the legal requirements in relation to the following:-

- To ensure administrative staff undertake the practice's mandatory training.

We undertook this announced focused inspection on 20 December 2016 to check the provider had followed their action plan and to confirm that they now met legal requirements. The provider was now meeting all requirements and is rated as good under the effective domain.

Our key findings across the area we inspected were as follows:

- Administrative staff had completed the practice's mandatory training. This included Safeguarding children and vulnerable adults, fire awareness, infection control, health and safety and information security.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection published on 27 June 2016, by selecting the 'all reports' link for Thorkhill Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

**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 effective?**

At our previous inspection in May 2016 the practice had been rated as requires improvement for providing effective services. We found the provider had failed to ensure that administration staff had completed mandatory training as required by the practice.

At this inspection, in December 2016, we found administration staff had undertaken on line training for topics the practice had considered as mandatory. This included Safeguarding children and vulnerable adults, fire awareness, infection control, health and safety and information security.

**Good**



# Thorkhill Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Thorkhill Surgery

Thorkhill Surgery offers general medical services to the population of the Thames Ditton in Surrey. There are approximately 4,600 registered patients.

Thorkhill Surgery is run by two partner GPs (one male and one female). The practice is also supported by a salaried GP, two practice nurses and a phlebotomist. The practice also has a team of administrative and reception staff.

Thorkhill Surgery is a training practice for FY2 doctors. (FY2 Doctors are newly qualified doctors who are placed with a practice for four months and will have their own surgery where they see patients)

The practice runs a number of services for its patients including asthma reviews, child immunisation, diabetes reviews, new patient checks and holiday vaccines and advice.

Services are provided from - :

**Thorkhill Gardens, Thames Ditton, Surrey, KT7 0UP**

Opening Hours are:-

Monday to Friday 8am to 6.30pm

Surgery Times are:-

Monday 9.10am to 12.10pm and 3pm to 6pm

Tuesday 8am to 12pm and 3pm to 6pm

Wednesday 9.10am to 12.10pm and 3pm to 6pm

Thursday 9.30am to 12.30pm and 3pm to 6pm

Friday 8am to midday and 3pm to 6pm

During the times when the practice is closed, the practice has arrangements for patients to access care from an Out of Hours provider.

The practice population has a higher number of patients aged between 5 to 9 and 29 to 69 years of age than the national and local clinical commissioning group (CCG) average. The practice population also shows a lower number of patients aged from birth to 4 and 10 to 34 years of age than the national and local CCG average. The percentage of registered patients suffering deprivation (affecting both adults and children) is lower than the average for England. Less than 10% of patients do not have English as their first language.

## Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 in May 2016 as part of our regulatory functions. This inspection was planned 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. Breaches of a legal requirements were found. As a result, we undertook a focused inspection on 20 December 2016 to follow up on whether action had been taken to deal with the breach.

# Detailed findings

## How we carried out this inspection

We carried out a focused inspection of Thorkhill Surgery on 20 December 2016. This involved reviewing evidence that:

- Relevant staff had now completed their required mandatory training.

- A new system was in place for the recording of training staff had completed and the date which it needed to be renewed.
- A staff member had taken on the role as training lead.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services effective?

(for example, treatment is effective)

## Our findings

### Effective staffing

At the comprehensive inspection in May 2016 we found that staff had the skills, knowledge and experience to deliver effective care and treatment. But not all administrative staff had completed the practices' mandatory training.

At this focused inspection in December 2016 we found the provider had addressed our concerns and staff had completed the practice's mandatory training. This included Safeguarding children and vulnerable adults, fire awareness, infection control, health and safety and information security. The practice now had a training lead who had taken ownership of the role and had addressed

the training issues. They had reviewed staff training and ensured staff had completed the necessary training. They had also created a new spreadsheet which recorded all staff members and the training the practice required staff to complete. The date of the training was recorded and a second of date when this training would need to be renewed. This ensured that staff were aware of the requirements in relation to their training needs. We saw that training certificates were retained as evidence of staff having completed their training. We also saw minutes to meetings where training was discussed with the partners. The training lead told us they had plans to ensure that staff had protected time to complete training and was in the process of implementing this and reviewing the training requirements for 2017.