

Wonersh Surgery

Inspection report

The Surgery
The Street, Wonersh
Guildford
Surrey
GU5 0PE
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www.wonershsurgery.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 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 Wonersh Surgery on 12 June 2019 as part of our inspection programme.

We had previously carried out an announced comprehensive inspection at Wonersh Surgery in October 2014. The practice was rated as Good overall and Good in all domains. The full comprehensive report on the October 2014 inspection can be found by selecting the 'all reports' link for Wonersh Surgery on our website www.cqc.org.uk

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at 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.
- 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 staff immunisation records.

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

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, a practice manager adviser and a second CQC inspector.

Background to Wonersh Surgery

Wonersh Surgery offers primary medical services to the population of Wonersh and the surrounding areas of Bramley, Shamley Green, Chilworth, Blackheath, and Shalford. There are approximately 10,600 registered patients.

The practice delivers services to a significantly higher number of patients who are aged 65 years and over, when compared with the local clinical commissioning group (CCG) and England average. Data available to the Care Quality Commission (CQC) shows fewer of the registered patients suffering income deprivation than both the local and national average.

Care and treatment is delivered by five GP partners and seven salaried GPs. There are a mix of male and female GPs. The practice is also supported by a nurse practitioner, a team of four practice nurses, two healthcare assistants, a practice manager, an assistant practice manager and a team of reception and administration staff. The practice is a training practice and regularly has GP trainees working in the practice.

The practice takes an active role within the Guildford and Waverley CCG, with one of the GPs taking a lead role in supporting and developing new clinical pathways for cancer services and end of life care.

Services are provided from:

Wonersh Surgery, The Surgery, The Street, Wonersh, Guildford, Surrey, GU5 0PE.

For information about practice services, opening times and appointments please visit their website at www.wonershsurgery.nhs.uk

The practice has opted out of providing Out of Hours services to their patients. There are arrangements for patients to access care from an Out of Hours provider.

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