

# Ottershaw Surgery

## Inspection report

3 Bousley Rise  
Ottershaw  
Chertsey  
Surrey  
KT16 0JX  
Tel: 01932 875001  
www.ottershawsurgery.co.uk

Date of inspection visit: 23 July 2019  
Date of publication: 29/08/2019

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 Ottershaw Surgery on 23 July 2019 as part of our inspection programme. This was the first inspection of this service under a new provider.

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.
- Feedback received from patients regarding their care and treatment and access to the service was very positive.
- 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.
- 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 person-centred care.

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

- Ensure care and treatment is provided in a safe way to patients.

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

The area where the provider should make improvement is:

- Review and improve how learning from significant events and complaints is shared across all staff groups.

**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 and included a GP specialist advisor.

## Background to Ottershaw Surgery

Ottershaw Surgery is located in a residential area in the village of Ottershaw. The building is a converted bungalow and all facilities are on the ground floor. There are three consulting rooms and one treatment room. At the time of our inspection there were approximately 5,500 patients on the practice list, with a higher than average number of patients over 65 years of age. The practice is located in an area of low deprivation.

The practice is owned by a single GP (male) who works with four salaried GPs (female), three nurses and a health care assistant, supported by a practice manager and team of reception/administrative staff.

Ottershaw Surgery is open from 8am to 6.30pm Monday to Friday and offers pre-bookable appointments from 9am to 12pm on a Saturday morning. The practice is part of a federation of GP practices that offer evening and

weekend appointments. These appointments are run from locations in Walton-on-Thames, Ashford, Sunbury-on-Thames and Woking. Patients are also able to access NHS GPs via video through a smartphone app.

Further information about the practice can be found on their 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, Maternity and midwifery services and Surgical procedures.

The service is provided from the following location;

Ottershaw Surgery  
3 Bousley Rise  
Ottershaw Surrey KT16 0JX

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 Surgical procedures 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 registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</b></p> <ul style="list-style-type: none"><li>• Risks relating to the health, safety and welfare of service users and others who may be at risk had not been comprehensively assessed.</li><li>• There was no proper and safe management of medicines. In particular:<ul style="list-style-type: none"><li>• Patients prescribed high risk medicines were not always monitored appropriately.</li><li>• Medicine review dates were not used appropriately to monitor patients treatment.</li><li>• Risk management plans for patients were not always developed in line with national guidance.</li></ul></li><li>• There was no system to monitor delays in referrals.</li><li>• Decisions regarding safety alerts were not recorded if no action was required.</li></ul>