

**Agenda item: 18**

**Paper no: 18**

|                         |  |                         |
|-------------------------|--|-------------------------|
| <b>Title of Report:</b> | <b>Primary Care Commissioning Committee Care Quality Commission Report November 2019 (Including East Surrey CCG)</b> |                         |
| <b>Status:</b>          | <b>TO NOTE</b>   |                         |
| <b>Committee:</b>       | <b>PCCC In Common Part One</b>   | <b>Date:</b> 08/11/2019 |
| <b>Venue:</b>           | Martineau Hall, Dorking Halls, Reigate Road, Dorking, Surrey, RH4 1SG  |                         |

|                                 |   |                         |
|---------------------------------|---|-------------------------|
| <b>Presented by:</b>            | Helen Snelling, Head of Primary Care Contracting Surrey Heartlands CCG  |                         |
| <b>Executive Lead sign off:</b> | Rachael Graham, Deputy Director of Contracts Non Acute and Primary Care | <b>Date:</b> 24/10/2019 |
| <b>Author(s):</b>               | Glynis McDonald, Primary Care Contracts Support Officer                 |                         |

### Governance

|  |  |   |
|--|--|---|
| <b>Conflict of Interest:</b><br>The Author considers:  | None identified                                      | ✓ |
| <b>Previous Reporting:</b> (relevant committees/ forums this paper has previously been presented to) | N/A:<br>Committee name:<br>Meeting date:<br>Outcome: |   |
| <b>Freedom of Information:</b><br>The Author considers:  | Not Restricted                                       |   |

### Executive Summary

The Quality and Primary Care Teams have reviewed the CQC process ensuring both departments have oversight of the practice actions and evidence submitted. Initial meetings have been arranged. The CQC review process will undergo a review in 3 – 6 months to identify any further requirements to change the process. The new review process will assist with providing assurances to the Quality committee on the achievements and actions identified via CQC in General Practice.

Attached is:

**Summary of North West Surrey CCG GP Practice CQC Report changes:**

Ottershaw Surgery – Inspection Report 23/07//2019 **Good**

### **Working together across Surrey Heartlands**

East Surrey CCG | Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG

### Summary of Guildford & Waverley CCG GP Practice CQC report changes:

No reports during this period.

### Summary of Surrey Downs CCG GP Practice CQC report changes:

No reports during this period.

### Summary of East Surrey CCG GP Practice CQC report changes:

Report under development to identify actions and changes since April 2019

## Implications

|  |   |
|--|---|
| What is the <b>health impact/ outcome</b> and is this in line with the <b>CCGs' strategic objectives</b> ? | <ul style="list-style-type: none"><li>Objective 1: Continue to work towards achieving sustainable systems</li><li>Objective 2: Develop collaborative working and organisational change, at both place and scale</li><li>Objective 3: Support the development of integrated care</li><li>Objective 4: Support Primary Care Development in line with the NHS Long Term Plan</li><li>Objective 5: Safe, effective care providing the best possible health and care outcomes and patient experience</li></ul> |
| What is the <b>financial/ resource</b> required?   | <ul style="list-style-type: none"><li>No implication</li></ul>  |
| What <b>legislation, policy or other guidance</b> is relevant?   | NHS England Directive/Policy<br>CCG Constitution<br>Statutory Duty  |
| Is an <b>Equality Analysis</b> required?   | N/A   |
| Any <b>Patient and Public Engagement/ consultation</b> required?   | N/A   |
| Potential <b>risk(s)</b> ? (including reputational)  | <ul style="list-style-type: none"><li>Potential reputational to the practice and CCG</li><li>Potential risk of Primary Care Services not being delivered</li></ul>  |

## Recommendation(s)

(1) TO NOTE

## Next Steps

(1) Primary Care Contracting team to continue reviewing CQC outcomes and following up with practices regarding their action plans recommended by CQC.

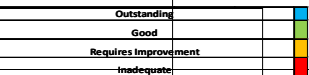
## Working together across Surrey Heartlands

East Surrey CCG | Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG

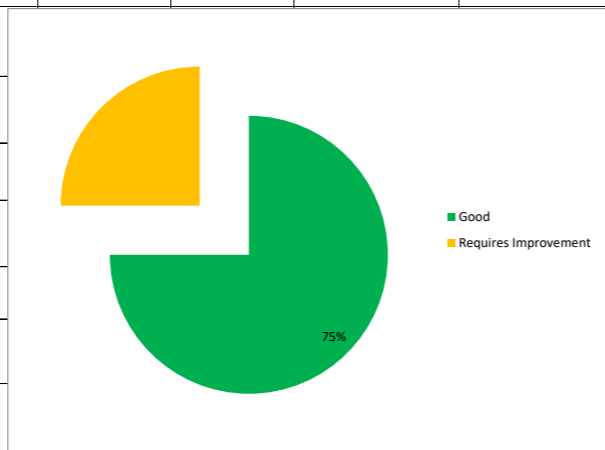
| Provider                          | Practice Code | Overall Rating       | Are services safe    | Are services effective | Are services caring | Are services responsive | Are Services well lead | Inspection Report Date | Inspection Publication Date | Action Plan recommended by CQC  | Current Status | Historic CQC Overall Rating | Historical Inspection Report Date |
|-----------------------------------|---------------|----------------------|----------------------|------------------------|---------------------|-------------------------|------------------------|------------------------|-----------------------------|---|----------------|-----------------------------|-----------------------------------|
| Birchwood Medical Practice        | H81037        | Requires Improvement | Requires Improvement | Requires Improvement   | Good                | Good                    | Requires Improvement   | 05/02/2019             | 11/04/2019                  | Provider under new profile: Part of Modality Partnership  |                |                             |                                   |
| Smallfield Surgery                | H81638        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   | 20/10/2016             | 28/11/2016                  | Provider under new profile: Part of Modality Partnership  |                | Good                        | 20/10/2016                        |
| Wall House Surgery                | H81089        | Requires Improvement | Requires Improvement | Requires Improvement   | Good                | Good                    | Good                   | 17/07/2019             | 23/09/2019                  |   |                |                             |                                   |
| Caterham Valley Medical Practice  | H81045        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   | 16/02/2016             | 10/06/2016                  |   |                |                             |                                   |
| Wayside Medical Practice          | H81046        | Requires Improvement | Requires Improvement | Good                   | Good                | Good                    | Requires Improvement   | 04/12/2018             | 04/02/2019                  |   |                |                             |                                   |
| Elizabeth House Medical Practice  | H81116        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   |                        | 18/08/2017                  | Latest Inspection: The practice has not been revisited as part of this review because they were able to demonstrate that they were meeting the standard without the need for a visit. |                |                             |                                   |
| Townhill Medical Practice         | H81060        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   |                        | 27/06/2017                  | Practice has not been inspected yet: Part of Modality Partnership   |                |                             |                                   |
| Warlingham Green Medical Practice | H81119        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   | 20/11/2017             | 23/01/2018                  |   |                |                             |                                   |
| Chaldon Road Surgery - Branch     | H81119        |                      |                      |                        |                     |                         |                        |                        |                             | Couldn't find any data on website   |                |                             |                                   |
| Whyteleafe Surgery - Branch       | H81119        |                      |                      |                        |                     |                         |                        |                        |                             | Couldn't find any data on website   |                |                             |                                   |
| Lingfield Surgery                 | H81023        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   | 24/04/2019             | 14/06/2019                  |   |                |                             |                                   |
| Oxted Health Centre               | H81056        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   | 28/03/2019             | 23/05/2019                  |   |                |                             |                                   |
| Pond Tail Surgery                 | H81005        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   | 23/07/2019             | 12/09/2019                  |   |                |                             |                                   |
| Greystone House Medical Surgery   | H81030        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   | 19/10/2016             | 23/12/2016                  | Practice has not been inspected yet   |                |                             |                                   |
| Hawthorns Surgery                 | H81055        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   | 28/03/2017             | 26/04/2017                  |   |                |                             |                                   |
| Holmhurst Medical Centre          | H81048        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   | 06/10/2017             | 25/10/2017                  |   |                |                             |                                   |
| Moat House Surgery                | H81083        | Good                 | Good                 | Good                   | Good                | Good                    | Good                   | 10/07/2019             | 09/09/2019                  |   |                |                             |                                   |
| Woodlands Road Surgery            | H81058        | Requires Improvement | Requires Improvement | Requires Improvement   | Good                | Good                    | Requires Improvement   | 26/02/2019             | 02/05/2019                  |   |                |                             |                                   |

ES CCG Practices - CQC Inspections

ES CCG Practices - CQC Inspections



|                      |           |
|----------------------|-----------|
| Good                 | 12        |
| Requires Improvement | 4         |
| Inadequate           | 0         |
| <b>Total</b>         | <b>16</b> |



East Surrey Primary Care CQC Report October 2019

| Provider | Practice Code | Overall Rating |  | Are services safe | Are services effective | Are services caring | Are services responsive | Are Services well lead | Inspection Report Date | Inspection Publication Date | Action Plan recommended by CQC | Current Status | Historic CQC Overall Rating | Historical Inspection Report Date |
|----------|---------------|----------------|--|-------------------|------------------------|---------------------|-------------------------|------------------------|------------------------|-----------------------------|--------------------------------|----------------|-----------------------------|-----------------------------------|
|          |               |                |  |                   |                        |                     |                         |                        |                        |                             |                                |                |                             |                                   |
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|          |               |                |  |                   |                        |                     |                         |                        |                        |                             |                                |                |                             |                                   |
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|          |               |                |  |                   |                        |                     |                         |                        |                        |                             |                                |                |                             |                                   |
|          |               |                |  |                   |                        |                     |                         |                        |                        |                             |                                |                |                             |                                   |

| Provider  | Practice Code | Overall Rating | Treating people with respect and involving them in their care | Providing care, treatment and support that meets people's needs | Caring for people safely and protecting them from harm | Staffing    | Quality and suitability of management | Inspection Publication Date | Date of Inspection Visit | Action Plan recommended by CQC  | Current Status  | Historic CQC Overall Rating | Historical Inspection Report Date  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
|---|---------------|----------------|---|---|--|-------------|---------------------------------------|-----------------------------|--------------------------|---|---|-----------------------------|--|-------------------------------------|-------|-------------|----|----------------------|----|----------------------|---|-------------|---|--------------|-----------|
| Austen Road Surgery   | H81006        | Good           | Good  | Good  | Good   | Good        | Good                                  | 26/04/2019                  | 04/03/2019               | The area where the provider <b>should</b> make improvements are:<br><ul style="list-style-type: none"> <li>Review and improve how patients are recalled for annual reviews and monitoring of treatment.</li> <li>Coordinate clinical audits and quality improvement activities so that there is oversight and shared learning.</li> <li>Review exception reporting in relation to mental health indicators.</li> <li>Improve how meeting minutes are recorded.</li> <li>Continue to review the recording of staff vaccination in line with Public Health England guidance.</li> </ul> | Email sent to practice requesting action plan sent 01/07/2019 | Requires improvement        | 05 December 2018   |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Witley Surgery  | H81031        | Good           | Good  | Good  | Good   | Good        | Good                                  | 21/06/2019                  | 15/05/2019               | The area where the provider <b>should</b> make improvements are:<br><ul style="list-style-type: none"> <li>Review the medicines policy to ensure all medicines not appropriate for a nomad tray are listed. <a href="#">The practice have put together a standard operating procedure covering the printing, dispensing and storage of Nomad trays. All staff have assigned responsibilities and signed the procedure document</a></li> </ul>   | Email sent to practice requesting action plan sent 01/07/2019 | Requires improvement        | 24/05/2018   |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Fairlands Medical Practice  | H81064        | Good           | Good  | Good  | Good   | Good        | Good                                  | 09/04/2019                  | 13/03/2019               | The area where the provider <b>should</b> make improvements are:<br><ul style="list-style-type: none"> <li>Review how the practice could provide information in accessible formats</li> <li>Review other avenues of learning to support the dispensary staff with their development</li> </ul>  | Email sent to practice requesting action plan sent 01/07/2019 | Good                        | 21/03/2018<br>NHS England management prior to delegated commissioning (01/04/2018) |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Chiddingfold Surgery  | H81022        | Good           | Good  | Good  | Good   | Good        | Good                                  | 14/02/2019                  | 05/12/2018               | The area where the provider <b>should</b> make improvements are:<br><ul style="list-style-type: none"> <li>Continue to work to improve the uptake of childhood immunisations</li> <li>Ensure that near misses within the dispensary and the learning from them are recorded</li> </ul>  | Email sent to practice requesting action plan sent 02/07/2019 | Requires improvement        | 22/12/2017<br>NHS England management prior to delegated commissioning (01/04/2018) |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Wonersh Surgery   | H81043        | Good           | Good  | Good  | Good   | Good        | Good                                  | 02/07/2019                  | 12/06/2019               | The area where the provider <b>should</b> make improvements are:<br><ul style="list-style-type: none"> <li>Continue to review staff immunisation records.</li> </ul>  |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Woodbridge Hill Surgery   | H81090        | Good           | Good  | Good  | Good   | Good        | Good                                  | 10/08/2017                  | 05/07/2017               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Guildowns Group Practice<br>Wodeland Surgery  | H81010        | Good           | Good  | Good  | Good   | Good        | Good                                  | 05/07/2017                  | 29/06/2017               |   |   | Requires Improvement        | 24/02/2016   |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| New Inn Surgery   | H81647        | Good           | Good  | Good  | Good   | Good        | Good                                  | 11/11/2016                  | 14/10/2016               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Grayshott Surgery   | H81076        | Good           | Good  | Good  | Good   | Good        | Good                                  | 21/10/2016                  | 05/10/2016               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| The Mill Medical Practice   | H81021        | Outstanding    | Good  | Outstanding   | Good   | Good        | Outstanding                           | 20/07/2016                  | 12/04/2016               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| St.Luke's Surgery   | H81085        | Good           | Good  | Good  | Good   | Good        | Good                                  | 13/06/2016                  | 23/03/2016               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Springfield Surgery   | H81044        | Good           | Good  | Good  | Good   | Good        | Good                                  | 23/05/2016                  | 17/03/2016               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Haslemere Health Centre   | H81062        | Good           | Good  | Good  | Good   | Good        | Good                                  | 10/05/2016                  | 09/03/2016               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Merrow Park Surgery   | H81035        | Good           | Good  | Good  | Good   | Good        | Good                                  | 29/03/2016                  | 09/02/2016               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Villages Medical Ctr  | H81053        | Good           | Good  | Good  | Good   | Good        | Good                                  | 16/03/2016                  | 26/01/2016               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Binscombe Medical Centre  | H81026        | Outstanding    | Good  | Good  | Outstanding  | Good        | Outstanding                           | 22/12/2017                  | 05/01/2016               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Shere Surgery/Dispensary  | H81077        | Good           | Good  | Good  | Good   | Good        | Good                                  | 10/12/2015                  | 16/10/2015               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Guildford Rivers Practice   | H81132        | Good           | Good  | Good  | Good   | Good        | Good                                  | 24/09/2015                  | 13/08/2015               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| The Horsley Medical Practice  | H81084        | Good           | Good  | Good  | Good   | Good        | Good                                  | 17/09/2015                  | 10/08/2015               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Wonersh Surgery   | H81043        | Good           | Good  | Good  | Good   | Good        | Good                                  | 22/01/2015                  | 14/10/2014               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Dapdune House Surgery   | H81029        | Good           | Good  | Good  | Good   | Good        | Good                                  | 23/04/2015                  | 07/10/2014               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Cranleigh Medical Practice  | H81052        | Good           | Good  | Good  | Good   | Outstanding | Good                                  | 24/12/2015                  | 07/10/2014               |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| 21 Practices  |               |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| <table border="1"> <thead> <tr> <th>Overall Rating</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Outstanding</td> <td>2</td> </tr> <tr> <td>Good</td> <td>19</td> </tr> <tr> <td>Requires Improvement</td> <td>0</td> </tr> <tr> <td>Inadequate</td> <td>0</td> </tr> <tr> <td><b>Total</b></td> <td><b>21</b></td> </tr> </tbody> </table>                       |               |                |   |   |  |             |                                       |                             |                          |   |   |                             |  | Overall Rating                      | Count | Outstanding | 2  | Good                 | 19 | Requires Improvement | 0 | Inadequate  | 0 | <b>Total</b> | <b>21</b> |
| Overall Rating  | Count         |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Outstanding   | 2             |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Good  | 19            |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Requires Improvement  | 0             |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Inadequate  | 0             |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| <b>Total</b>  | <b>21</b>     |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| <table border="1"> <thead> <tr> <th colspan="2">G&amp;W CCG Practices - CQC Inspections</th> </tr> </thead> <tbody> <tr> <td>Good</td> <td>19</td> </tr> <tr> <td>Requires Improvement</td> <td>0</td> </tr> <tr> <td>Inadequate</td> <td>0</td> </tr> <tr> <td>Outstanding</td> <td>2</td> </tr> <tr> <td><b>Total</b></td> <td><b>21</b></td> </tr> </tbody> </table> |               |                |   |   |  |             |                                       |                             |                          |   |   |                             |  | G&W CCG Practices - CQC Inspections |       | Good        | 19 | Requires Improvement | 0  | Inadequate           | 0 | Outstanding | 2 | <b>Total</b> | <b>21</b> |
| G&W CCG Practices - CQC Inspections   |               |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Good  | 19            |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Requires Improvement  | 0             |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Inadequate  | 0             |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| Outstanding   | 2             |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| <b>Total</b>  | <b>21</b>     |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |
| <p><b>G&amp;W CCG Practices - CQC Inspections</b></p> <ul style="list-style-type: none"> <li>Good: 90%</li> <li>Requires Improvement: 0%</li> <li>Outstanding: 10%</li> <li>Inadequate: 0%</li> </ul>   |               |                |   |   |  |             |                                       |                             |                          |   |   |                             |  |                                     |       |             |    |                      |    |                      |   |             |   |              |           |

**G&W CCG Practices - CQC Inspections**

|                      |    |
|----------------------|----|
| Good                 | 17 |
| Requires Improvement | 2  |
| Inadequate           | 0  |
| Outstanding          | 2  |
| Total                | 21 |



## G&W CCG Practices CQC Inspections



North West Surrey Primary Care CQC Report October 2019

| Provider                        | Practice Code | Overall Rating | Are services safe    | Are services effective | Are services caring | Are services responsive | Are Services well lead | Inspection Report Date | Inspection Publication Date | Action Plan recommended by CQC  | Current Status   | Historic CQC Overall Rating | Historical Inspection Report Date |
|---------------------------------|---------------|----------------|----------------------|------------------------|---------------------|-------------------------|------------------------|------------------------|-----------------------------|---|--|-----------------------------|-----------------------------------|
| Ottershaw Surgery               | H81658        | Good           | Requires Improvement | Good                   | Good                | Good                    | Good                   | 23/07/2019             | 29/08/2019                  | <p>The areas where the provider <b>must</b> make improvements are:</p> <ul style="list-style-type: none"> <li>• Ensure care and treatment is provided in a safe way to patients (specific details below)</li> <li>- Risks relating to the Health, Safety and Welfare of service users, and others who may be at risk had not been comprehensively assessed<br/><i>More risk assessments to be undertaken. Namely safety of building and general Health and Safety.</i></li> <li>- There was no proper and safe management of medicines, in particular:                             <ul style="list-style-type: none"> <li>&gt; Patients prescribed high risk medicines were not always monitored appropriately</li> <li>&gt; Medicine review dates were not used appropriately to monitor patients treatment</li> </ul> </li> </ul> <p><i>The practice plans to employ a Pharmacist or Pharmacy Technician who would monitor high risk drugs, medication reviews and repeat prescribing.</i></p> <ul style="list-style-type: none"> <li>&gt; Risk management plans for patients were not always developed in line with national guidance</li> </ul> <p><i>The risk management plans in question were carried out by a member of staff who has since left the practice. A practice nurse has been recruited who is in charge of managing chronic disease registers and will see COPD patients on alternate Mondays. She currently trains the respiratory nurses in Surrey so will be working in line with local and national guidance.</i></p> <ul style="list-style-type: none"> <li>&gt; There was no system to monitor delays in referrals</li> </ul> <p><i>Reception to be trained to monitor the ERS system as well as the in house spreadsheet.</i></p> <ul style="list-style-type: none"> <li>&gt; Decisions regarding safety alerts were not recorded if no action was required.</li> </ul> <p><i>A spreadsheet is to be formulated on the shared drive so that all staff can access it at any time. The CAS reference number and action required will be stated.</i></p> <p>The area where the provider <b>should</b> make improvement is:</p> <ul style="list-style-type: none"> <li>Review and improve how learning from significant events and complaints is shared across all staff groups</li> <li>Training on significant events so that all staff are aware of what they are, examples and how to report one. Quarterly whole team meeting to review significant events and complaints and discuss learning points.</li> </ul> | 24/10/2019 Reviewing with Quality and Med Management for any further evidence<br>20/09/2019 Reply from practice in blue - under review<br>06/09/2019 Emailed practice requesting a copy of their action plan   | Good                        | 21/06/2016                        |
| Church Street Practice          | H81073        | Good           | Requires Improvement | Good                   | Good                | Good                    | Good                   | 31/07/2019             | 23/08/2019                  | <p>The areas where the provider <b>must</b> make improvements are:</p> <ul style="list-style-type: none"> <li>• Ensure care and treatment is provided in a safe way to patients</li> </ul> <p><i>Prescription stationery was not monitored once distributed - Only 30 prescriptions put in printers in consulting rooms to minimise fraud. Doors to consulting rooms closed when room is unoccupied</i></p> <p><i>Action not always taken or recorded when temperature of medicines fridge out of recommended range - Monitoring form amended to make clear action must be taken and recorded. Rechecked later in the day to assess length of time temperature what out of range. Further action in line with policy and national guidance if there is a risk to the efficiency of the vaccinations.</i></p> <ul style="list-style-type: none"> <li>• Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties</li> </ul> <p><i>All staff reminded and monitored until all mandatory training has been completed, with protected time being allowed to complete this. Target for completing this is 3 months. On ongoing basis staff to be monitored more closely to ensure training remains current and include in appraisals, setting clear training targets.</i></p> <p>The areas where the provider <b>should</b> make improvements are:</p> <ul style="list-style-type: none"> <li>• Review and improve how staff immunisation status is monitored in line with current Public Health England guidance.</li> </ul>   | 24/10/2019 Contacted practice requesting schedule for mandatory training and asking how staff immunisations are monitored.<br>27/08/2019 Reply from practice in blue - under review<br>27/08/2019 Emailed practice requesting a copy of action plan  | Good                        | 23/08/2018                        |
| The Yellow practice             | H81095        | Good           | Requires Improvement | Good                   | Good                | Good                    | Good                   | 15/05/2019             | 10/07/2019                  | <p>The areas where the provider <b>must</b> make improvements are:</p> <ul style="list-style-type: none"> <li>• 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).</li> </ul> <p><i>Fire Risk Assessment and H&amp;S Risk Assessment produced</i></p> <p><i>Management and control of prescription forms procedure produced and audited every 2 weeks</i></p> <p><i>Patient Group Directives reviewed and updated and will be checked against the expiry dates and within clinical notes</i></p> <p><i>New Patient Directions Protocol produced</i></p> <p><i>New vaccine refrigerator purchased</i></p> <p><i>New pedal bin for clinical waste purchased and an infection control audit put in place and audited every 2 months</i></p> <p><i>Two week spot checks on all staff to ensure complying to bare below the elbows policy</i></p> <p>The areas where the provider <b>should</b> make improvements are:</p> <ul style="list-style-type: none"> <li>• Review confidentiality sharing agreements in place with co-located services.<br/><i>Agreement already in place with Red Practice - White Practice refuse to sign</i></li> <li>• Review ways to improve childhood immunisations rates to be in line with World Health Organisation targets.<br/><i>Childhood immunisation rates are being closely monitored on a monthly basis. Letters, phone calls and text messaged being sent out</i></li> <li>• Review and ensure systems for checking emergency equipment are embedded.<br/><i>Emergency equipment checks run alongside fire marshal checks every Monday</i></li> </ul> <p><i>Methotrexate patients are now being recalled for their blood tests on a monthly basis and the audit has been re-run - Quality and Medicines Management reviewing</i></p>   | 24/10/2019 Audit review underway with Meds Management and which includes review of LCS Drugs Monitoring, also being reviewed with Quality once audit complete, however practice has confirmed that follow up with patients being conducted. Item still open.<br>02/09/2019 Quality and Medicines Management reviewing Methotrexate patients<br>22/07/2019 Reply from Practice in blue - under review<br>17/07/2019 Emailed practice requesting action plan | Requires Improvement        | 03/05/2016                        |
| Dr Samy Morcos (White practice) | H81131        | Good           | Requires Improvement | Good                   | Good                | Good                    | Good                   |                        |                             |   |  | Good                        | 24/08/2017                        |
| Shepperton Medical Practice     | H81004        | Good           | Good                 | Good                   | Good                | Good                    | Requires Improvement   |                        |                             |   |  | Good                        | 12/10/2017                        |
| The Grove Medical Centre        | H81066        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |   |  | Good                        | 16/04/2018                        |
| The Orchard Surgery             | H81632        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |   |  | Good                        | 02/02/2017                        |
| The Fort House Surgery          | H81020        | Good           | Requires Improvement | Good                   | Good                | Good                    | Good                   |                        |                             |   |  | Good                        | 26/01/2016                        |
| Wey Family Practice             | H81050        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |   |  | Good                        | 24/02/2016                        |
| Sheerwater Health Centre        | H81123        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |   |  | Good                        | 02/02/2016                        |
| Fordbridge Medical Centre       | H81057        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |   |  | Good                        | 04/02/2016                        |
| Madeira Medical                 | H81034        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |   |  | Good                        | 19/04/2016                        |



North West Surrey Primary Care CQC Report October 2019

| Provider                                    | Practice Code | Overall Rating | Are services safe    | Are services effective | Are services caring | Are services responsive | Are Services well lead | Inspection Report Date | Inspection Publication Date | Action Plan recommended by CQC | Current Status | Historic CQC Overall Rating | Historical Inspection Report Date |
|---|---------------|----------------|----------------------|------------------------|---------------------|-------------------------|------------------------|------------------------|-----------------------------|--------------------------------|----------------|-----------------------------|-----------------------------------|
| Studholme Medical Centre                    | H81009        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 14/04/2016                        |
| Stanwell Road Surgery                       | H81104        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 28/04/2016                        |
| The Crouch Oak Practice                     | H81042        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 18/05/2016                        |
| St David's Health Centre                    | H81087        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 11/05/2016                        |
| Staines Health Group                        | H81134        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 19/05/2016                        |
| The Hythe Medical Centre                    | H81122        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 09/06/2016                        |
| Hillview Medical Practice                   | H81061        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 19/01/2016                        |
| Southview Surgery                           | H81041        | Good           | Good                 | Good                   | Good                | Outstanding             | Good                   |                        |                             |                                |                | Good                        | 24/05/2016                        |
| Packers                                     | H81111        | Good           | Requires Improvement | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 07/06/2016                        |
| Sunbury Health Centre Group Practice        | H81003        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 14/07/2016                        |
| Sunny Mead                                  | H81019        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 24/11/2016                        |
| Chobham & West End Medical Practice         | H81015        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 07/02/2017                        |
| Knowle Green Medical                        | H81002        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 07/03/2017                        |
| Parishes Bridges Medical Practice           | H81036        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 05/07/2016                        |
| The Hersham Surgery                         | H81065        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 20/09/2016                        |
| Upper Haliford Medical Centre               | H81642        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 06/07/2017                        |
| Pirbright Surgery                           | H81129        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 06/10/2016                        |
| Rowan Tree Practice                         | H81007        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 05/09/2018                        |
| Ashley Medical Practice                     | H81663        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 29/01/2018                        |
| Goldsworth Medical Practice                 | H81024        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 09/10/2018                        |
| Heathcot Medical Practice                   | H81032        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 09/10/2018                        |
| Greenfields Surgery                         | H81664        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 06/12/18                          |
| Dr J Sillick & Partners (Red Practice)      | H81094        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 28/07/2018                        |
| The Grove Medical Centre                    | H81066        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 09/04/2019                        |
| St John's Health Centre The Family Practice | H81025        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 21/03/2019                        |
| Chertsey Health Centre                      | H81033        | Good           | Requires Improvement | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 07/03/2019                        |
| College Road Surgery                        | H81641        | Good           | Good                 | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 14/11/2016                        |

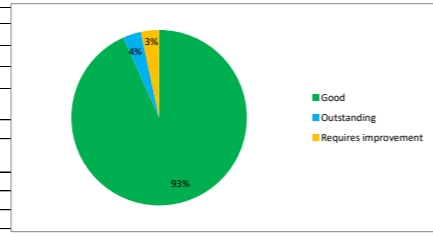
| Provider             | Practice Code | Overall Rating   | Are services safe | Are services effective | Are services caring | Are services responsive | Are Services well lead | Inspection Report Date | Inspection Publication Date | Action Plan recommended by CQC | Current Status | Historic CQC Overall Rating | Historical Inspection Report Date          |  |  |  |  |  |  |  |  |  |  |  |
|----------------------|---------------|--|-------------------|------------------------|---------------------|-------------------------|------------------------|------------------------|-----------------------------|--------------------------------|----------------|-----------------------------|--|--|--|--|--|--|--|--|--|--|--|--|
| Maybury Surgery      | H81643        | Good   | Good              | Good                   | Good                | Good                    | Good                   |                        |                             |                                |                | Good                        | 16/10/2018                                 |  |  |  |  |  |  |  |  |  |  |  |
|                      |               | <table border="1"> <tr><td>Outstanding</td><td>0</td></tr> <tr><td>Good</td><td>39</td></tr> <tr><td>Requires Improvement</td><td>0</td></tr> <tr><td>Inadequate</td><td>0</td></tr> <tr><td><b>Total</b></td><td><b>39</b></td></tr> </table> | Outstanding       | 0                      | Good                | 39                      | Requires Improvement   | 0                      | Inadequate                  | 0                              | <b>Total</b>   | <b>39</b>                   | <b>NWS CCG Practices - CQC Inspections</b> |  |  |  |  |  | <p>Legend: Good (Green), Requires Improvement (Orange)</p> <p>100%</p> |  |  |  |  |  |
| Outstanding          | 0             |  |                   |                        |                     |                         |                        |                        |                             |                                |                |                             |  |  |  |  |  |  |  |  |  |  |  |  |
| Good                 | 39            |  |                   |                        |                     |                         |                        |                        |                             |                                |                |                             |  |  |  |  |  |  |  |  |  |  |  |  |
| Requires Improvement | 0             |  |                   |                        |                     |                         |                        |                        |                             |                                |                |                             |  |  |  |  |  |  |  |  |  |  |  |  |
| Inadequate           | 0             |  |                   |                        |                     |                         |                        |                        |                             |                                |                |                             |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Total</b>         | <b>39</b>     |  |                   |                        |                     |                         |                        |                        |                             |                                |                |                             |  |  |  |  |  |  |  |  |  |  |  |  |

SURREY DOWNS Primary Care CQC Report October 2019

| Provider                                 | Practice Code | Overall Rating       | Are services safe    | Are services effective | Are services caring | Are services responsive to people's needs | Are services well-led | Inspection Publication Date | Date of Inspection Visit | Action Plan recommended by CQC   | Current Status   | Historic CQC Overall Rating | Historical Inspection Report Date |
|--|---------------|----------------------|----------------------|------------------------|---------------------|---|-----------------------|-----------------------------|--------------------------|--|--|-----------------------------|-----------------------------------|
| Shadbolt Park House Surgery              | H81656        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 13/05/2019                  | 27/03/2019               | Whilst we found no breaches of regulations, the provider should:<br>• Review training for reception staff in relation to red flag symptoms<br>• Consider ways to increase identification of patients who are registered with the practice as a carer and review information for carers within the waiting area<br>• Continue to review and where possible improve exception reporting<br>• Review if non-prescribing staff require additional consultation time (for example, to see the GP to sign off prescriptions)<br>• Review and continue to monitor cervical smear screening to meet Public Health England screening targets<br>• Review the detail of information recorded for significant events and complete reviews looking for trends. | 24/05/2019 emailed PM requesting copy of any action plan put together.   | Requires improvement        | 10/08/2018                        |
| The Grove (formerly The Lantern Surgery) | H81672        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 28/02/2019                  | 15/01/2019               | Whilst we found no breaches of regulations, the provider should:<br>• Review and continue to monitor cervical smear screening to meet Public Health England screening targets.   | 24/05/2019 follow-up email sent requesting a copy of action plan. Emailed PM on 10/04/2019 for a copy of any action plan put together. | Good                        | 27/09/2017                        |
| Brockwood Medical Practice               | H81068        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 25/10/2016                  | 13/09/2016               |  |  |                             |                                   |
| Leith Hill Practice                      | H81113        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 24/02/2017                  | 01/02/2017               |  |  |                             |                                   |
| Medwyn Surgery                           | H81072        | Outstanding          | Good                 | Good                   | Outstanding         | Outstanding                               | Outstanding           | 10/03/2016                  | 09/12/2015               |  |  |                             |                                   |
| Capelfield Surgery                       | H81109        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 27/03/2017                  | 10/03/2017               |  |  |                             |                                   |
| Esher Green Surgery                      | H81099        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 14/10/2016                  | 08/09/2016               |  |  |                             |                                   |
| Glenlyn Medical Centre                   | H81078        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 10/01/2017                  | 08/12/2016               |  |  |                             |                                   |
| Thorkhill Surgery                        | H81086        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 08/02/2017                  | 20/12/2016               |  |  |                             |                                   |
| Ashlea Medical Practice                  | H81077        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 31/05/2018                  | 25/04/2018               |  |  |                             |                                   |
| Ashley Centre Surgery                    | H81071        | Good                 | Requires improvement | Good                   | Good                | Good                                      | Good                  | 15/01/2018                  | 05/12/2017               |  |  |                             |                                   |
| Cobham Health Centre                     | H81067        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 02/07/2018                  | 06/06/2018               |  |  |                             |                                   |
| Derby Medical Centre                     | H81051        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 26/06/2018                  | 23/05/2018               |  |  |                             |                                   |
| Eastwick Park Medical Practice           | H81103        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 31/01/2017                  | 13/12/2016               |  |  |                             |                                   |
| Fairfield Medical Centre                 | H81016        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 28/06/2018                  | 30/07/2018               |  |  |                             |                                   |
| Fountain Practice                        | H81644        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 29/06/2016                  | 25/05/2016               |  |  |                             |                                   |
| Heathcote Medical Practice               | H81070        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 22/02/2018                  | 17/01/2018               |  |  |                             |                                   |
| Integrated Care Partnership              | H81133        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 19/08/2016                  | 01/08/2016               |  |  |                             |                                   |
| The Longcroft Clinic                     | H81080        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 12/11/2015                  | 10/09/2015               |  |  |                             |                                   |
| Nork Clinic                              | H81011        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 14/06/2016                  | 05/04/2016               |  |  |                             |                                   |
| Oxshott Medical Practice                 | H81107        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 09/06/2016                  | 15/03/2016               |  |  |                             |                                   |
| St Stephen's House Surgery               | H81613        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 22/02/2018                  | 06/02/2018               |  |  |                             |                                   |
| Stoneleigh Surgery                       | H81074        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 17/0/2016                   | 04/02/2016               |  |  |                             |                                   |
| Tadworth Medical Centre                  | H81081        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 29/12/2016                  | 03/11/2016               |  |  |                             |                                   |
| Tattenham Health Centre                  | H81126        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 25/10/2016                  | 21/09/2016               |  |  |                             |                                   |
| Spring Street Surgery                    | H81091        | Good                 | Requires improvement | Good                   | Good                | Good                                      | Good                  | 12/06/2019                  | 30/04/2019               |  |  | Inadequate                  | 18/07/2018                        |
| Littleton Surgery                        | H81038        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 27/02/2019                  | 02/04/2019               |  |  | Good                        | 02/06/2017                        |
| The Vine Medical Centre                  | H81128        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 01/03/2019                  | 06/02/2019               |  |  | Good                        | 13/04/2017                        |
| Dorking Medical Practice                 | H81028        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 11/07/2019                  | 19/08/2019               |  |  | Good                        | 03/03/2016                        |
| The Molebridge Practice                  | H81618        | Requires improvement | Requires improvement | Requires improvement   | Good                | Good                                      | Requires improvement  | 02/08/2019                  | 26/06/2019               |  |  | Good                        | 07/03/2019                        |

SURREY DOWNS CQC REPORT

| Overall Rating       | Count     |
|----------------------|-----------|
| Outstanding          | 0         |
| Good                 | 28        |
| Requires Improvement | 1         |
| Inadequate           | 0         |
| <b>Total</b>         | <b>30</b> |



SURREY DOWNS Primary Care CQC Report October 2019

| Provider                                 | Practice Code | Overall Rating       | Are services safe    | Are services effective | Are services caring | Are services responsive to people's needs | Are services well-led | Inspection Publication Date | Date of Inspection Visit | Action Plan recommended by CQC   | Current Status   | Historic CQC Overall Rating | Historical Inspection Report Date |
|--|---------------|----------------------|----------------------|------------------------|---------------------|---|-----------------------|-----------------------------|--------------------------|--|--|-----------------------------|-----------------------------------|
| Shadbolt Park House Surgery              | H81656        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 13/05/2019                  | 27/03/2019               | Whilst we found no breaches of regulations, the provider should:<br>• Review training for reception staff in relation to red flag symptoms<br>• Consider ways to increase identification of patients who are registered with the practice as a carer and review information for carers within the waiting area<br>• Continue to review and where possible improve exception reporting<br>• Review if non-prescribing staff require additional consultation time (for example, to see the GP to sign off prescriptions)<br>• Review and continue to monitor cervical smear screening to meet Public Health England screening targets<br>• Review the detail of information recorded for significant events and complete reviews looking for trends. | 24/05/2019 emailed PM requesting copy of any action plan put together.   | Requires improvement        | 10/08/2018                        |
| The Grove (formerly The Lantern Surgery) | H81672        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 28/02/2019                  | 15/01/2019               | Whilst we found no breaches of regulations, the provider should:<br>• Review and continue to monitor cervical smear screening to meet Public Health England screening targets.   | 24/05/2019 follow-up email sent requesting a copy of action plan. Emailed PM on 10/04/2019 for a copy of any action plan put together. | Good                        | 27/09/2017                        |
| Brockwood Medical Practice               | H81068        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 25/10/2016                  | 13/09/2016               |  |  |                             |                                   |
| Leith Hill Practice                      | H81113        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 24/02/2017                  | 01/02/2017               |  |  |                             |                                   |
| Medwyn Surgery                           | H81072        | Outstanding          | Good                 | Good                   | Outstanding         | Outstanding                               | Outstanding           | 10/03/2016                  | 09/12/2015               |  |  |                             |                                   |
| Capelfield Surgery                       | H81109        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 27/03/2017                  | 10/03/2017               |  |  |                             |                                   |
| Esher Green Surgery                      | H81099        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 14/10/2016                  | 08/09/2016               |  |  |                             |                                   |
| Glenlyn Medical Centre                   | H81078        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 10/01/2017                  | 08/12/2016               |  |  |                             |                                   |
| Thorkhill Surgery                        | H81086        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 08/02/2017                  | 20/12/2016               |  |  |                             |                                   |
| Ashlea Medical Practice                  | H81077        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 31/05/2018                  | 25/04/2018               |  |  |                             |                                   |
| Ashley Centre Surgery                    | H81071        | Good                 | Requires improvement | Good                   | Good                | Good                                      | Good                  | 15/01/2018                  | 05/12/2017               |  |  |                             |                                   |
| Cobham Health Centre                     | H81067        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 02/07/2018                  | 06/06/2018               |  |  |                             |                                   |
| Derby Medical Centre                     | H81051        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 26/06/2018                  | 23/05/2018               |  |  |                             |                                   |
| Eastwick Park Medical Practice           | H81103        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 31/01/2017                  | 13/12/2016               |  |  |                             |                                   |
| Fairfield Medical Centre                 | H81016        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 28/06/2018                  | 30/07/2018               |  |  |                             |                                   |
| Fountain Practice                        | H81644        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 29/06/2016                  | 25/05/2016               |  |  |                             |                                   |
| Heathcote Medical Practice               | H81070        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 22/02/2018                  | 17/01/2018               |  |  |                             |                                   |
| Integrated Care Partnership              | H81133        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 19/08/2016                  | 01/08/2016               |  |  |                             |                                   |
| The Longcroft Clinic                     | H81080        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 12/11/2015                  | 10/09/2015               |  |  |                             |                                   |
| Nork Clinic                              | H81011        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 14/06/2016                  | 05/04/2016               |  |  |                             |                                   |
| Oxshott Medical Practice                 | H81107        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 09/06/2016                  | 15/03/2016               |  |  |                             |                                   |
| St Stephen's House Surgery               | H81613        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 22/02/2018                  | 06/02/2018               |  |  |                             |                                   |
| Stoneleigh Surgery                       | H81074        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 17/0/2016                   | 04/02/2016               |  |  |                             |                                   |
| Tadworth Medical Centre                  | H81081        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 29/12/2016                  | 03/11/2016               |  |  |                             |                                   |
| Tattenham Health Centre                  | H81126        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 25/10/2016                  | 21/09/2016               |  |  |                             |                                   |
| Spring Street Surgery                    | H81091        | Good                 | Requires improvement | Good                   | Good                | Good                                      | Good                  | 12/06/2019                  | 30/04/2019               |  |  | Inadequate                  | 18/07/2018                        |
| Littleton Surgery                        | H81038        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 27/02/2019                  | 02/04/2019               |  |  | Good                        | 02/06/2017                        |
| The Vine Medical Centre                  | H81128        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 01/03/2019                  | 06/02/2019               |  |  | Good                        | 13/04/2017                        |
| Dorking Medical Practice                 | H81028        | Good                 | Good                 | Good                   | Good                | Good                                      | Good                  | 11/07/2019                  | 19/08/2019               |  |  | Good                        | 03/03/2016                        |
| The Molebridge Practice                  | H81618        | Requires Improvement | Requires improvement | Requires Improvement   | Good                | Good                                      | Requires Improvement  | 02/08/2019                  | 26/06/2019               |  |  | Good                        | 07/03/2019                        |

SURREY DOWNS CQC REPORT

|                      |    |
|----------------------|----|
| 30 Practices         |    |
| Outstanding          | 1  |
| Good                 | 28 |
| Requires Improvement | 1  |
| Inadequate           | 0  |

Surrey Downs CCG Practices - CQC Inspections

|             |    |
|-------------|----|
| Good        | 28 |
| Outstanding | 1  |
| Inadequate  | 0  |
| improvement | 1  |
| Total       | 30 |

