



CQC PMS Inspections
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Fax: 03000 616171
www.cqc.org.uk

Your account number: 1-549970007
Our reference: INS2-6720332922

Nigel A Gregory
Chalgrove and Watlington Surgeries
The Chiltern Surgery
Hill Road
Watlington
Oxfordshire
OX49 5AF

29 May 2019

**Care Quality Commission
Health and Social Care Act 2008**

Location name: Chalgrove and Watlington Surgeries
Location ID: 1-549970007

Dear Dr Gregory

Please find enclosed a copy of our final report and evidence table following our recent inspection of Chalgrove and Watlington Surgeries.

Please make this report and evidence table readily available for people who use the service.

Your inspection report sets out the ratings for your service. Our ratings are based on a combination of what we find at inspection, what people tell us, our Intelligent Monitoring data as well information you and other local organisations have provided. We have developed characteristics to describe what outstanding, good, requires improvement and inadequate looks like for each of the five key questions.

Ratings have been awarded on a four-point scale; 'Outstanding', 'Good'; 'Requires Improvement', or 'Inadequate'.

The table below shows the ratings your location has been awarded:

	Safe	Effective	Caring	Responsive	Well-led	Overall population group
Older people		Rating not updated		Rating not updated		Rating not updated
People with long term conditions		Rating not updated		Rating not updated		Rating not updated
Families, children and young people		Rating not updated		Rating not updated		Rating not updated
Working age people and the recently retired		Rating not updated		Rating not updated		Rating not updated
People in vulnerable circumstances		Rating not updated		Rating not updated		Rating not updated
People experiencing poor mental health		Rating not updated		Rating not updated		Rating not updated
Overall Key Question	Good	Rating not updated	Rating not updated	Rating not updated	Rating not updated	
Overall location	Good					

Challenging the rating(s)

A rating review involves checking whether or not CQC followed its process for making ratings decisions, as explained in the guidance published on our website. If you think that we have not followed the process you can request a review. You cannot ask for a review of ratings on the basis that you disagree with our judgements.

You must submit your request for review, using the online form, within 15 working days of the publication of your report(s). You must say in what way we have not followed the process, and which ratings you think have been affected.

Please use the following link to access the form:

<http://www.cqc.org.uk/content/requesting-review-one-or-more-cqc-ratings>

Please note that a rating review does not involve a reconsideration of the evidence and ratings awarded, unless we find the process has not been followed.

You can only request a review of ratings once after each inspection. Please note that requests for reviews of ratings can lead to ratings going down as well as up, or they can remain the same.

We will publish this report and evidence table on our website shortly. The publication date on the final report will be added and any draft markings removed when the report is published on the website.

When we have published the report and evidence table you can see the contents and download a PDF version by clicking on this link.

www.cqc.org.uk/directory/1-549970007

Once published, you can see this at any time by following these steps:

- Go to the CQC website www.cqc.org.uk.
- Click the appropriate tab for your type of service.
- Type in the name of your provider or location – if it appears automatically, click on it to jump to your profile page or click the 'search' button.
- Click on your location, your report and evidence table will be on your profile page.

You must also display your CQC rating 'conspicuously' and 'legibly' in each premise where a regulated activity is being delivered, in your main place of business and on your website(s) if you have any, where people will be sure to see it. This is a legal requirement. For further guidance on how to display your CQC rating, please click on this link:

<http://www.cqc.org.uk/content/display-ratings>

If you have any questions about this letter, you can contact our National Customer Service Centre using the details below:

Telephone: 03000 616161

Email: HSCA_Compliance@cqc.org.uk

Write to: CQC PMS Inspections
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Yours sincerely,

David Bathe
CQC Inspector

Enclosed:

- Final Report
- Final Evidence table

Chalgrove and Watlington Surgeries

Inspection report

The Chiltern Surgery
Hill Road
Watlington
Oxfordshire
OX49 5AF
Tel: 01491 612444
www.watlington-surgeries.nhs.uk

Date of inspection visit: 15/05/2019
Date of publication: N/A (DRAFT)

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 

Overall summary

We carried out a comprehensive inspection of Chalgrove and Watlington Surgeries in October 2018. The practice was rated good overall but had breached a regulation resulting in a rating of requires improvement for providing safe services.

Subsequent to the October 2018 inspection our inspection and monitoring system changed and we carried out an annual regulatory review on 3 May 2019 and reached a decision to follow up the breach of regulation with a focused inspection. This inspection was carried out on 15 May 2019 when we found the practice had addressed the issues that gave rise to the breach of regulation. We have therefore updated the rating of provision of safe services to good and the practice remains rated good overall.

At the focused inspection on 15 May 2019 we specifically found:

- The practice had ensured separation of specimens awaiting collection from medicines requiring refrigeration by installing specimen holding refrigerators.
- The management of the cold chain for medicines requiring refrigeration had improved. Systems in place ensured that any interruption to the cold chain were reported and dealt with immediately they were identified.
- The system enabling nurses to administer vaccines and other medicines without individual prescriptions was meeting legal requirements.

Details of our findings and the evidence supporting the change in rating are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

This inspection was carried out by a CQC inspector because it was a focused follow up inspection.

Background to Chalgrove and Watlington Surgeries

Chiltern Surgery in Watlington was purpose built in 2004. There is accommodation for district nurses and health visitors in this surgery. The Brook Surgery in Chalgrove was built in 2006 and is situated at the edge of the village. There are approximately 7,400 patients registered at the practice. The practice serves a high number of patients living in local villages and rural locations. There is a higher proportion of patients between 45 and 70 years old. Data shows that there is a low incidence of income deprivation among the registered population. The registered population is also predominantly white British with only 2.5% of the population originating from other ethnic groups.

The practice has six GPs (four females and two males). Of these four work part time thus making a total of 4.75 whole time GPs. There are three practice nurses whose working hours make up two whole time nurses. The four health care assistants are equivalent to just over one full time member of staff in this group. The clinical team is supported by a practice manager and a team of 13 reception and administration staff.

The practice is open between 8am and 6.30pm Monday to Friday. Although one of the two sites closes on different days at 2pm, one site was always open until 6.30. Extended hours appointments are provided on Saturday mornings between 8am and 10.50am at one of the sites and this was alternated between sites each week. One weekday the practice opens for appointments from 7.30am. There were arrangements in place for patients to access emergency care from an Out of Hours provider.

Chalgrove and Watlington Surgeries is registered to provide the regulated activities of: Treatment of disease, disorder and injury; Surgical procedures; Diagnostic and screening procedures; Family planning and Maternity and midwifery services from both the following sites:

The Brook Surgery, High Street, Chalgrove, OX44 7AF and
The Chiltern Surgery, Hill Road, Watlington, OX49 5AF

We visited both practice sites during the inspection.

Care Quality Commission

Inspection Evidence Table

Chalgrove and Watlington Surgeries (1-549970007)

Inspection date: 15 May 2019

Date of data download: 15 May 2019

Overall rating: add overall rating here: Good

Safe

Rating: Good

This was a focused inspection following annual regulatory review. The practice told us they had completed their action plan to address a breach of regulation relating to medicines management identified at the last inspection in October 2018. Therefore the focus of this inspection was the management of medicines to check the action plan had been completed.

Appropriate and safe use of medicines

The practice had systems for the appropriate and safe use of medicines, including medicines optimisation

Medicines management	Y/N/Partial
The practice ensured medicines were stored safely and securely with access restricted to authorised staff.	Y
Staff had the appropriate authorisations to administer medicines (including Patient Group Directions or Patient Specific Directions).	Y
Vaccines were appropriately stored, monitored and transported in line with PHE guidance to ensure they remained safe and effective.	Y
Explanation of any answers and additional evidence: <ul style="list-style-type: none">• Medicine refrigerators were kept locked when not in use in rooms only accessed by staff or by patients when accompanied by staff.• Two new refrigerators had been installed to avoid mixing specimens awaiting collection with medicines that required refrigeration. We noted that specimens were no longer held in medicines refrigerators.• Staff had been reminded of the procedure to alert senior management if medicine refrigerator temperatures exceeded recommended maximum operating temperature. The temperature recording logs for the three medicine refrigerators in use showed temperatures had been maintained within the recommended range since our inspection in October 2018. Secondary	

Medicines management

Y/N/Partial

thermometers had been installed as back up in medicine refrigerators to enable double checking if a temperature reading from the first thermometer exceeded the maximum.

- There was a system in place to record any concerns relating to medicine refrigerator temperatures and action taken to address such concerns.
- A check of 26 Patient Group Directions (PGDs) showed that all were in date, appropriately authorised and signed by qualified nursing staff that administered medicines and vaccines without individual prescriptions for each patient. This complied with legal requirements.

Notes: CQC GP Insight

GP Insight assesses a practice's data against all the other practices in England. We assess relative performance for the majority of indicators using a "z-score" (this tells us the number of standard deviations from the mean the data point is), giving us a statistical measurement of a practice's performance in relation to the England average. We highlight practices which significantly vary from the England average (in either a positive or negative direction). We consider that z-scores which are higher than +2 or lower than -2 are at significant levels, warranting further enquiry. Using this technique we can be 95% confident that the practice's performance is genuinely different from the average. It is important to note that a number of factors can affect the Z score for a practice, for example a small denominator or the distribution of the data. This means that there will be cases where a practice's data looks quite different to the average, but still shows as no statistical variation, as we do not have enough confidence that the difference is genuine. There may also be cases where a practice's data looks similar across two indicators, but they are in different variation bands.

The percentage of practices which show variation depends on the distribution of the data for each indicator, but is typically around 10-15% of practices. The practices which are not showing significant statistical variation are labelled as no statistical variation to other practices.

N.B. Not all indicators in the evidence table are part of the GP insight set and those that aren't will not have a variation band.

The following language is used for showing variation:

Variation Bands	Z-score threshold
Significant variation (positive)	≤ -3
Variation (positive)	> -3 and ≤ -2
Tending towards variation (positive)	> -2 and ≤ -1.5
No statistical variation	< 1.5 and > -1.5
Tending towards variation (negative)	≥ 1.5 and < 2
Variation (negative)	≥ 2 and < 3
Significant variation (negative)	≥ 3

Note: for the following indicators the variation bands are different:

- Child Immunisation indicators. These are scored against the World Health Organisation target of 95% rather than the England average.
- The percentage of respondents to the GP patient survey who responded positively to how easy it was to get through to someone at their GP practice on the phone uses a rules based approach for scoring, due to the distribution of the data. This indicator does not have a CCG average.

It is important to note that z-scores are not a judgement in themselves, but will prompt further enquiry, as part of our ongoing monitoring of GP practices.

Guidance and Frequently Asked Questions on GP Insight can be found on the following link:
<https://www.cqc.org.uk/guidance-providers/gps/how-we-monitor-gp-practices>

Glossary of terms used in the data.

- **COPD:** Chronic Obstructive Pulmonary Disease
- **PHE:** Public Health England
- **QOF:** Quality and Outcomes Framework
- **STAR-PU:** Specific Therapeutic Group Age-sex weightings Related Prescribing Units. These weighting allow more accurate and meaningful comparisons within a specific therapeutic group by taking into account the types of people who will be receiving that treatment.