

Monitoring Summary Record

Sellindge Surgery

1-554106450

Location / Core Service address

Sellindge Surgery
The Surgery
Main Road, Sellindge
Ashford
TN25 6JX

CQC continues to develop its approach to monitoring with a focus on safety, access and leadership.

We have reviewed the information and data made available to us about your service on 09/11/2022.

We consider that no further regulatory activity is indicated at this time. We reserve the right to keep this under review and it may be subject to change. Please note this is not an assessment for the purposes of section 46 of the Health and Social Care Act 2008.

This monitoring activity is part of our Monitoring Approach 21/22 and is not an inspection. Monitoring summary records are not inspection reports and are not published on our website. They are an account of our monitoring activity. We do not expect them to be shared publicly to give assurance on the quality of care you deliver.

This summary record outlines what we found as a result of our monitoring activity:

This is a summarised conversation which took place during a monitoring call on 9 November 2022 with the Registered Manager, who is also a GP Partner, the Practice Manager, the Office Coordinator and a CQC Inspector from the National Direct Monitoring Team.

You told us you would check you had submitted applications to remove one of your Registered Managers as they no longer worked at the practice and remove the regulated activity family planning as this was no longer undertaken at the practice.

You told us you had effective governance processes in place the monitoring and

management of staffing levels; the oversight of access and appointment availability; the monitoring and review of patients with diabetes and the oversight of the completion training deemed mandatory.

You told us you had continued to offer childhood immunisation during the pandemic. You had a recall system in place and babies were invited for their first immunisations when the practice received notification of birth. These were given at the 6-8 week mother and baby check appointment. Arrangements were in place to follow up patients who had not attended and concerns were shared with the health visitor as appropriate. Alerts were in place on patient records and were followed up opportunistically. Appointments were available every weekday. You told us you had recently had an information display in the waiting area. We will monitor this area in future engagement and monitoring calls.

You told us you had continued to offer cervical screening during the pandemic. Arrangements were in place to follow up patients who had not attended, with time given to discuss concerns with patients, for example, who may be anxious. Alerts were in place on patient records and patients were followed up opportunistically. Where possible, patients were offered the opportunity to have it undertaken whilst they were at the practice. Appointments were available every weekday and until 8pm on two weekdays at the practice. We will monitor this area in future engagement and monitoring calls.

You told us about the arrangements you had in place to receive, review and act on patient feedback and gave examples of patient feedback you had acted on. For example, you had increased the opening hours of the dispensary by one and a half hours per week. You told us you had made improvements in the dispensary, which included management changes, which had resulted in some staff leaving. You confirmed the dispensary service had improved since this time and you generally had good feedback now for the service. You had updated the complaints information on your practice website, so patients could obtain information about the complaints process and how to escalate a complaint to the Parliamentary Health Service Ombudsman. You also told us about the arrangements in place for supporting staff and obtaining feedback from staff and gave examples of feedback you had acted on.

You told us you had continued with QOF where possible during the pandemic and held regular meetings with the partners, nurses and the admin lead to monitor performance and direct support where it is needed. You told us you had a backlog of notes awaiting summarising and had a plan in place to address this, which included a member of staff who was currently prioritising this work. We will monitor this area in future engagement and monitoring calls.