

Stovell House Surgery

Inspection report

188 Lower Addiscombe Road
Addiscombe
Croydon
Surrey
CR0 6AH
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www.stovellhousesurgery.co.uk

Date of inspection visit: 13 Dec 2018
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good



Are services safe?

Good



Are services effective?

Are services caring?

Are services responsive?

Are services well-led?

Overall summary

We carried out an announced focused inspection at Stovell House Surgery on 13 December 2018 to follow up on breaches of regulations.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 6 December 2017.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good for providing safe services.

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice acted on and learned from external safety events as well as patient and medicine safety alerts.
- The practice had emergency medicines to deal with a range of medical emergencies.

- The practice acted on the recommendations following the legionella risk assessment.
- Clinical audit had a positive impact on quality of care and outcomes for patients.
- Appropriate staff completed Mental Capacity Act training.
- Response letters for complaints had the information on where to go if patients were dissatisfied with the outcome of the investigation.
- Only 13% (five patients) of 39 patients with learning disability had their health checks since April 2018; the provider informed they had booked health check appointments for 21 patients with learning disability till March 2019.

Whilst we found no breaches of regulations, the provider **should:**

- Undertake health checks for all patients with a learning disability.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Older people

People with long-term conditions

Families, children and young people

Working age people (including those recently retired and students)

People whose circumstances may make them vulnerable

People experiencing poor mental health (including people with dementia)

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Stovell House Surgery

Stovell House Surgery, 188 Lower Addiscombe Road, Croydon, CR0 6AH provides primary medical services in Croydon to approximately 7,400 patients and is one of the 55 practices in the Croydon Clinical Commissioning Group (CCG). The practice website can be accessed through www.stovellhousesurgery.co.uk

The practice population is in the fourth less deprived decile in England. The practice population of children

and working age people are in line with the CCG and national averages and the practice population of older people is above the CCG average and below the national average.

The practice is registered as a partnership with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.