

# The Exchange Surgery

## Inspection report

2-8 Gracefield Gardens  
London  
SW16 2ST  
Tel: 02030494888  
[www.theexchangesurgery.com](http://www.theexchangesurgery.com)

Date of inspection visit: 5 March  
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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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at The Exchange Surgery on 5 March 2019 as part of our inspection programme.

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.

This practice is rated as **Good** overall – Good in Safe, effective, caring, responsive and well domain and good for all population groups except for vulnerable people which we rated outstanding. (Previous rating July 2016 – Good)

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 routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- The involvement of other organisations and the local community were integral to how services were planned and ensured that services met patient needs.

- There was a proactive approach to understanding the needs of different groups of people and to ensure they received the care to best meet their needs, particularly those people who were vulnerable.
- Improvements since our last inspection included, improved care for patients diagnosed with diabetes demonstrated by the annual national Diabetes audit and the employment of a clinical pharmacist to rationalise and optimise medicines management.
- The practice had a policy of continuous improvement which had developed their services for vulnerable people and people experiencing poor mental health (including people with dementia) in particular.

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

- Continue to monitor and improve the uptake for childhood immunisation and for the cervical screening programme.
- Continue to monitor and improve patients experience when telephoning the practice.
- Take action to ensure staff have received appropriate immunisation.

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

**Dr Rosie Benneyworth** BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Outstanding	
People experiencing poor mental health (including people with dementia)	Good	

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to The Exchange Surgery

The Exchange Surgery is in the London Borough of Lambeth and services are commissioned by the NHS Lambeth Clinical Commissioning Group (CCG). The Exchange Surgery provides general practice services to approximately 7,000 patients and is based in purpose based health centre where they are tenants at 2-8 Gracefield Gardens, London. SW16 2ST.

The practice population has a larger number of patients of working age compared to national averages, and one of the highest proportions of patients under five years old in the CCG, which is also significantly higher than the national average. The practice has a large proportion of non-English speaking patients and 41% of registered patients are of ethnic minority origin. The practice is located in an area ranked within the third most deprived decile on the index of multiple deprivation scale. The

practice has four GP partners and they are supported by, two nurses and an administrative team led by the practice manager. The practice is a training practice for medical students and qualified doctors.

The practice is registered to provide the following regulated activities; Treatment of disease, disorder or injury; family planning; diagnostic and screening procedures; maternity and midwifery services

The practice has opted in to providing out-of-hours services for patients in the area with the Seldoc Co-operative. All the partners from the practices undertake shifts with the service. When the practice is closed patients can access the out of hours service, Seldoc by contacting NHS 111.

Further information about the practice can be found obtained through their website at:

[www.theexchangesurgery.com](http://www.theexchangesurgery.com)