

# Wimbledon Medical Practice

## Inspection report

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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?  | Requires improvement  |
| Are services caring?     | Good                  |
| Are services responsive? | Good                  |
| Are services well-led?   | Good                  |

# Overall summary

We carried out an announced comprehensive inspection at Wimbledon Medical Practice on 29 October 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.

**We have rated this practice as good overall, but requires improvement for effectiveness for people with long term conditions, for people experiencing poor mental health. We rated the other population groups as good.**

We rated the practice as **requires improvement** for providing effective services because there were two population groups (people with long term conditions, people experiencing poor mental health) the whole key question is rated requires improvement.

- Published performance data was significantly below local and national averages. The practice was registered with CQC in June 2019, after the end of the 2018/19 QOF year. The results were carried over from the predecessor practice.
- Practice staff told us about the action the practice was taking to improve and we saw unvalidated evidence that results had improved in the six months of the current QOF year, although results were generally not, so far, in line with average.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. The practice was working to improve areas of below average or below target performance.

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

- Make and retain complete records on recruitment, prescribing of high risk medicines, and on safety alerts.
- Upgrade staff training on safeguarding in line with updated guidance. Consider introducing appraisals for salaried GPs.
- Improve patient care as measured by the Quality and Outcomes Framework and against national targets for cancer screening.
- Improve the identification of carers to enable this group of patients to access the care and support they need.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

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

## Our inspection team

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

## Background to Wimbledon Medical Practice

Wimbledon Medical Practice is a GP practice which is part of Merton Clinical Commissioning Group (CCG). It is registered with the CQC to provide the following regulated activities: treatment of disease disorder or injury, diagnostic and screening procedures, family planning, maternity and midwifery services and surgical procedures.

The practice has approximately 9450 patients. The practice has a significantly higher proportion of working age people than the national average, 10% of the practice population is over 65 and the practice looks after patients in care homes and sheltered and supported accommodation.

The practice is located in an NHS managed property. There are other community services in the building (sexual health and health visitors). All of the clinical rooms are on the ground floor and entrances and toilet facilities are accessible to patients with disabilities.

The practice is operated by one lead GP. There are three salaried GPs and one long term locum GP. There are two female nursing staff. The practice is a teaching practice and hosts medical students and qualified doctors training to be GPs.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from available from 8.30am till 6pm Monday to Thursday and 8.30am till 5.30pm on Fridays. Extended hours appointments are available from 7.00am to 8.00am on Mondays and Fridays and from 6.30pm to 8.00pm on a Thursday. The practice offers telephone consultations and same day appointments. Appointments can be booked by telephone and online.

Patients are directed to contact 111 if they require medical assistance out of hours. The practice telephone line connects directly to the out of hour's service when closed.