

ICO Health Group - Chinbrook Surgery

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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

This practice is rated as Good overall.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at ICO Health Group on 21 February 2019 under Section 60 of the Health and Social Care Act 2008, as part of our regulatory functions. The inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

At this inspection we found:

- There was an effective system for reporting and recording significant events.
- The practice's systems, processes and practices helped to keep people safe.
- Risks to patients, staff and visitors were assessed, monitored and managed in an effective manner.
- Staff had the information they needed to deliver safe care and treatment to patients.
- The arrangements for managing medicines in the practice helped keep patients safe.
- The practice learned and made improvements when things went wrong.
- Staff had the skills, knowledge and experience to carry out their roles.
- Staff involved and treated patients with compassion, kindness, dignity and respect.

- Patients could access care and treatment from the practice within an acceptable timescale for their needs.
- There were clear responsibilities, roles and systems of accountability to support good governance and management locally and at provider management team level.
- The practice had a vision to deliver high quality care and promote good outcomes for patients.
- The practice was proactive at involving patients, the public, staff and external partners to support high-quality sustainable services.

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

- Ensure that the fire alarm is tested by practice staff more frequently than the annual test currently being carried out by the servicing company.
- Consider keeping all emergency medicines in one location.
- Instigate a system that builds on the prescription security process already in place but which records the movement of prescriptions within the building.
- Continue to monitor, improve and maintain the childhood immunisation uptake rates.
- Review, monitor and improve cervical screening and bowel cancer screening uptake rates.
- Consider ways to increase the uptake of care reviews with patients experiencing poor mental health and those with dementia.

Please refer to the detailed report and the evidence tables for further information.

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	Good 
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)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser.

Background to ICO Health Group - Chinbrook Surgery

ICO Health Group - Chinbrook Surgery is located within the Lewisham local authority and is 1 of 39 practices serving the NHS Lewisham CCG area.

The group represents the 2013 merger of four local practices which are all located within the Grove Park area of Lewisham. The group provides medical services to approximately 10,600 patients and they can be seen in any one of the four locations. For this inspection we visited the Chinbrook surgery site only.

Information published by Public Health England rates the level of deprivation within the practice population group as second on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a large proportion of patients registered of working age; 63% are aged 18-64 which is lower than the CCG average of 69% but comparable to the national average of 62%. The practice has a lower number of patients over 65 at 13% when compared to the national average of 17%. Of the patients registered with the practice, 58.7% are White British, 6.5% are from mixed ethnic groups, 7.4% are Asian, 24.4% are of Black African origin with the remaining 3% being of other races.

The practice has three male GP Partners who are contracted to provide Personal Medical Services (PMS) and who are registered with the CQC for the following regulated activities: treatment of disease, disorder or

injury, maternity and midwifery services, family planning, surgical procedures and diagnostic and screening procedures. PMS agreements are locally agreed contracts between NHS England and a GP practice.

The remainder of the practice team at ICO Health Group consists of a male GP and a female GP, a practice nurse, a clinical pharmacist, a practice manager, nine administrative and reception staff members and a secretary.

The ICO Health Group staff operate on a rotational basis and staff work across all four sites providing clinical and administrative support to patients who can visit whichever surgery they wish.

The practice provides a range of services including maternity care, childhood immunisations, chronic disease management and travel immunisations and several enhanced services including childhood immunisation, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract). Private travel vaccinations are offered in addition to those available free of charge on the NHS.

The surgery is open Monday, Tuesday, Thursday and Friday between 8am and 1pm and 3pm and 6:30pm but patients can access medical services at one of the other

locations anytime between 8am and 6:30pm every weekday. The practice has opted out of providing out-of-hours (OOH) services to their own patients and

directs patients to the out-of-hours provider. The practice is also part of the GP Extended Access Service where further appointments are available between 8am and 8pm, seven days per week.