

# Tooting Bec Surgery

## Inspection report

313 Balham High Road  
London  
SW17 7BA  
Tel: 020 8682 0352  
website: [www.tootingbecsurgery.co.uk](http://www.tootingbecsurgery.co.uk)

Date of inspection visit: 29 January 2019  
Date of publication: 12/03/2019

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.** (Previous inspection - March 2015: Rating Good)

We carried out an announced comprehensive inspection at Tooting Bec Surgery on 29 January 2019 as part of our inspection programme.

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? - Good

At this inspection we found:

- The practice had clear systems to manage risks to patients and staff. When incidents occurred, the practice learned from them and improved their processes.
- The practice proactively monitored the effectiveness and appropriateness of the care it provided to ensure treatment was appropriate.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they could access care when they needed it.
- The practice continuously reviewed the needs of its patient population and adapted processes to improve services for its population.

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

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

## Our inspection team

Our inspection team included a lead inspector, a GP specialist adviser and a second inspector.

## Background to Tooting Bec Surgery

The practice provides services 313 Balham High Road, London, SW17 7BA

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Website: [www.tootingbecsurgery.co.uk](http://www.tootingbecsurgery.co.uk)

Tooting Bec Surgery is a converted building. The practice serves 2,500 patients. Demographic data shows that the population has a higher ethnic diversity and some economic deprivation. The practice registers much higher numbers of patients from 25 to 45 compared to the national average.

The premises enable access for those with limited mobility via the rear entrance. There are two GP consultation rooms and one treatment room.

There are 3 GP partners and one nurse working at the practice, with a mix of male and female clinicians available for patients to see. There was a practice manager and receptionist working at the practice.

The practice is open between 8.00am and 6.30pm Monday to Friday. A local primary care hub provided appointments for acute needs from 8am to 8pm. Out of hours GP services were available when the practice was closed by phoning NHS 111 and this was advertised on the practice website.

The practice is registered to provide Diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease disorder and injury.