

The Acorn & Gaumont House Surgery

Inspection report

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September 2022
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced focused inspection at The Acorn & Gaumont House Surgery on 14 July 2022 to follow up on concerns found at our inspection on 23 March 2022.

Following our previous comprehensive inspection on 23 March 2022, the practice was rated inadequate overall (Inadequate for Safe and Well led key questions, good for Caring and Responsive and requires improvement for providing Effective services).

Two warning notices were issued to the provider following the inspection undertaken on 23 March 2022. This was to ensure that the provider was aware of our concerns and that action was taken quickly to address these concerns and mitigate risks to patients.

A requirement notice was issued for the additional concerns which related to breaches identified. The level of risk stemming from these concerns was not considered to be sufficient to require additional enforcement action.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Acorn & Gaumont House Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this announced focused inspection on 07 July 2022 at the Acorn & Gaumont House Surgery to check whether the provider had addressed the issues in the warning notices and now met the legal requirements. At this inspection we found the breaches of regulation in our warning notices had now been complied with. This report covers our findings in relation to those specific areas, is not rated, and does not change the current ratings held by the practice.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A shorter site visit.

Our findings

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.
- Information from the provider, patients, the public and other organisations.

Following our methodology we have not rated the practice at this inspection.

Overall summary

We found that:

- The provider had implemented a sustainable action plan to address the issues we identified at the previous inspection. At this inspection, leaders demonstrated improved oversight of their responsibilities in relation to medicine management and prescribing.
- The practice had made improvements to medication review processes to ensure that patients prescribed high risk medicines were being monitored in accordance with guidelines.
- Staff had received appropriate training for their roles.
- There were effective arrangements to prevent, detect and control the spread of infections, including those that are health care associated.
- Systems for the safe storage of medicines had improved.
- The provider had improved oversight of systems to manage safety alerts
- The overarching governance framework had improved.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC inspection manager who undertook a site visit. The team included a GP specialist advisor who completed clinical searches and records reviews on site at the location.

Background to The Acorn & Gaumont House Surgery

The Acorn & Gaumont House Surgery is located in Peckham, South London. The practice is situated within the Southwark Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 9,000 patients.

Three GPs work full time at the practice, two male and one female. The practice has a team of two nurses, one locum pharmacist and two pharmacists from the local primary care network. The GPs are supported at the practice by a team of reception/administration staff and a practice manager and operations manager.

Each GP provides eight sessions per week, a total 24 sessions per week between all 3 GPs. Clinical sessions including pharmacists and nurses are a total of 28 sessions per week.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 37.3% White, 43.7% Black, 8.2% Asian, 7% Mixed, and 3.9% Other.

The practice is a GP training practice and is part of south Southwark PCN Improving Health Limited (IHL) GP federation. The practice employs a locum pharmacist to support repeat prescribing and medication review.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

Extended access is provided locally by the GP Extended access service, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.