

The Rowans Surgery

Inspection report

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London
SW16 5HF
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Date of inspection visit: 25 April 2019
Date of publication: 14/05/2019

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

We carried out this announced comprehensive inspection of The Rowans Surgery on 25 April 2019. We had previously carried out an announced comprehensive inspection on 27 February 2018. At that time the service was rated as requires improvement. It was rated as requires improvement for the safe, effective, responsive and well led domains and good for caring. All population groups were rated as requires improvement.

The areas where we said that the provider must make improvement were:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care with regards to: monitoring single use equipment, emergency medical equipment, cleaning of clinical equipment, vaccine refrigerator temperatures, uncollected prescriptions and cascading information effectively to staff.
- Ensure sufficient numbers of suitably qualified, competent, skilled and experienced persons are deployed to meet the fundamental standards of care and treatment with regards to timely access to appointments.

The areas where we said the provider should make improvements were:

- Review and improve uptake for immunisations and screening programmes.
- Improve patient satisfaction with care and treatment and access to the service.
- Make information about how to make a complaint or raise concerns readily available to patients and the public.
- Review practice policies and procedures so the duty of candour is clearly reflected.

- Improve systems for engaging with patients, obtaining patient feedback and acting on concerns.

At the inspection on 25 April 2019 we found that these areas had been addressed by the practice which is now rated as good in all areas.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- 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.

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

- Continue to develop systems to improve the management of patients with long term conditions, particularly hypertension.
- Continue to review and act on patient satisfaction surveys.

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	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. The team also included a GP specialist advisor.

Background to The Rowans Surgery

The Rowans Surgery is based at 1 Windemere Road, Streatham, London, SW16 5HF and provides services to 7600 patients in Merton and is one of 23 member practices of Merton Clinical Commissioning Group (CCG). Since October 2017 the Practice has been managed by Streatham Common Group Practice

The practice has an average population of those of working age and an average number of those over 65 for England. A high proportion of the practice population is aged 0-20 (23%). Deprivation scores are in line with local and national averages for both older people but slightly higher for children. The practice is in the fifth most deprived decile in England. Of patients registered with the practice, approximately 42% are White or White British, 23% are Asian or Asian British, 27% are Black or Black British and 8% are other or mixed ethnic backgrounds.

The practice is located in a purpose built building. There are 13 consulting rooms on the ground floor, however the practice currently only uses seven of these. There is step

free access to the ground floor and a disabled access toilet. The practice is due to move to a brand new purpose built health centre at some stage in the next two years.

There are three partners; one partner is the clinical lead at the practice and the other partners provide management input. The practice employs two salaried GPs, and utilises locums as required. There are also three nurses (one of who is an advanced nurse practitioner) and a healthcare assistant. The clinical team is supported by a pharmacist who works one day a week at the practice. The non-clinical team includes a business manager, practice manager (this position was vacant at the time of the inspection, but a new starter was joining the week after the inspection), a reception/administrative lead, three administrative staff and six reception staff. The surgery has good transport links and there is a pharmacy located nearby.

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