

# The Exchange Surgery

## Inspection report

2-8 Gracefield Gardens  
London  
SW16 2ST  
Tel: 02034746410  
www.theexchangesurgery.com

Date of inspection visit: 5 December 2023  
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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 responsive to people's needs?

Good



# Overall summary

We carried out a targeted assessment of The Exchange Surgery in relation to the responsive key question. This assessment was carried out on 5 December 2023 without a site visit. We rated the key question of responsive as Good.

As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain Good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

The full reports for previous inspections can be found by selecting the 'all reports' link for The Exchange Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this assessment

This inspection was a targeted assessment of the key question of responsive.

## How we carried out the assessment

This inspection was carried remotely. This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

## Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried the assessment
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- Patients could access care and treatment in a timely way.
- National GP patient survey results relating to access were above national averages.
- The provider had systems in place to monitor access data and performed audits to identify areas for improvement. Improvement plans were implemented in response to these activities.
- Complaints were satisfactorily handled in a timely manner.

# Overall summary

**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 Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

## Background to The Exchange Surgery

The Exchange Surgery is located at 2-8 Gracefield Gardens, London, SW16 2ST.

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.

The practice is situated within the NHS South East London Integrated Care Board (ICB) and delivers Personal Medical Services (PMS) to a patient population of over 7,000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth decile (5 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 10% Asian, 58% White, 22% Black, 8% Mixed, and 2% Other.

The practice is open between 8am to 6.30pm Monday to Friday and offers appointments until 7pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. The practice also offers online and video consultations.