

# Hetherington at the Pavilion

## 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 responsive to people's needs?

Good



# Overall summary

We carried out an announced focused assessment at Hetherington at the Pavilion on 17 November 2023. Overall, the practice is rated as good.

Safe - not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive – good

Well-led - not inspected, rating of good carried forward from previous inspection

Following our previous inspection on 21 November 2022 the practice was rated good overall and for all key questions.

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

## Why we carried out this inspection

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

## How we carried out the review

This assessment was carried out remotely. It did not include a site visit.

The process included:

- Conducting an interview with the provider and members of staff using video conferencing.
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider.
- Reviewing data we hold about the service
- Seeking information/feedback from relevant stakeholders

# Overall summary

## Our findings

We based our judgement of the responsive key question on a combination of:

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

We found that:

- During the assessment process, the provider highlighted the actions they have taken to make improvements to the responsiveness of the service for their patient population. They also identified the areas to be put in place to continue this improvement.
- Patient feedback was that they could access care and treatment in a timely way. Patients were satisfied with the arrangement for getting through to the practice by phone, their experience of obtaining an appointment and with appointment times offered.
- Patient feedback regarding satisfaction with the appointment offered was marginally lower than the England average, however, the practice were aware of this and monitoring on an ongoing basis to ensure improvements.

**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 was led by a CQC lead inspector.

## Background to Hetherington at the Pavilion

Hetherington at the Pavilion is located within the London Borough of Lambeth in South-West London:

9 Brighton Terrace

London

SW9 8DJ

The provider is registered with the Care Quality Commission (CQC) to provide the regulated activities of treatment of disease, disorder or injury, maternity and midwifery services, family planning services, surgical procedures and diagnostic and screening procedures.

The practice is situated within the South East London Integrated Care System (ICS) and delivers Alternative Provider Medical Services (APMS) NHS contract to a patient population of about 8160.

The practice is part of a wider network of GP practices. It is part of the Brixton and Clapham Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (3 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 6% Asian, 34% Black, 50% White, 8% Mixed, and 2% Other.

There is a team of 7 GPs and 1 registrar. There are 3 people in the nursing team who provide nurse led clinics for long-term conditions. There are other associated health care professionals including 2 clinical pharmacists. The GPs are supported at the practice by a management team and a team of reception/administration staff.

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

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by 111.