

Lambeth Walk Group Practice

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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Lambeth Walk Group Practice on 2 July 2019 as part of our inspection programme.

We decided to undertake an inspection of this service as it was approaching five years since the last comprehensive inspection which took place on 19 November 2014. This inspection looked at all five of the key questions and all six population groups. At the last inspection the practice was rated as good overall, and in safe, effective and well led, and outstanding for caring and responsive.

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

We have rated this practice as good overall and good for all population groups except for older people which is rated as outstanding.

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.

We found the following areas of outstanding performance:

- The practice hosted a weekly coffee morning where older patients who might otherwise be isolated could meet. The convener of the group (a patient at the practice) told CQC that the practice supported the two-hour coffee meeting by providing rooms and refreshments, and that between six and 12 patients routinely attended.
- The practice hosted a yearly Christmas party for patients over the age of 80 in order to address possible isolation that this group of patients might experience. The party was attended by up to 30 patients, and staff at the practice.

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

- Review those areas where the practice's performance is a negative outlier from national standards or averages, specifically in childhood immunisations, cervical screening and mental health reviews.

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	Outstanding	
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 Lambeth Walk Group Practice

Lambeth Walk Group Practice provides GP services to approximately 8,600 patients in Lambeth from a single location. The practice has a Personal Medical Services (PMS) contract.

The practice has a higher than average population of those of working age and children. The practice is in the third most deprived decile in England. The practice list is relatively diverse and there are patients from a variety of ethnic populations registered at the practice, and many users of services do not speak English as a first language. The practice provides care to a residential nursing home with 70 beds for older patients, many of these patients have multiple health conditions including dementia.

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

The practice is located in a building which was converted from a public baths. The building has been extensively renovated to ensure that it was suitable for providing clinical care. All of the consulting rooms and offices in the practice are on the ground floor, and there is level access for all patients.

There are two partners who share management responsibilities at the service. The practice employs a further five salaried GPs. There are also three nurses (one of who is a nurse practitioner) and a healthcare assistant. The clinical team is supported by a pharmacist. The non-clinical team includes a practice manager, and eight other administrative and reception staff.