

# Colliers Wood Surgery

## Inspection report

### Main site:

58 High Street  
Colliers Wood  
London  
SW19 2BY  
Tel: 020 8544 2300  
Website: [www.collierswoodandlavenderfields.co.uk](http://www.collierswoodandlavenderfields.co.uk)

### Branch site:

Lavender Fields Surgery  
182 Western Road  
Mitcham  
Surrey  
CR4 3EB  
Website: [www.collierswoodandlavenderfields.co.uk](http://www.collierswoodandlavenderfields.co.uk)

Date of inspection visit: 13 August 2019

Date of publication: 03/10/2019

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

Are services safe?

**Good**



# Overall summary

We carried out an announced comprehensive follow up inspection of Colliers Wood Surgery on 28 November 2018. We rated the practice as inadequate for safe and requires improvement overall. The full comprehensive report on the 28 November 2018 inspection can be found by selecting the 'all reports' link for Colliers Wood on our website at .

Due to the inadequate rating awarded to safe we carried out an announced focused inspection on 13 August 2019 to confirm that the practice had made improvements. This report covers our findings in relation to those requirements and changes made since our last inspection.

We did not review the ratings awarded to this practice at this inspection.

At this inspection we found that actions had been taken to improve the provision of safe services. Specifically:

The practice had developed systems and processes to keep patients safe.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor.

## Background to Colliers Wood Surgery

Colliers Wood Surgery provides primary medical services in Merton to approximately 11,000 patients and is one of 23-member practices in the NHS Merton Clinical Commissioning Group (CCG). The practice population is in the fifth less deprived decile with income deprivation affecting children and adults higher than national averages.

The practice operates from two sites; the main site, Colliers Wood Surgery, is located at 58 High Street, Colliers Wood, SW19 2BY and the branch site, Lavender Fields Surgery, is located at 182 Western Road, Mitcham, Surrey, CR4 3EB.

The Colliers Wood Surgery site is a converted retail and residential property over three floors. The site comprises consulting rooms, treatment room, waiting area and reception on the ground floor, with consultation rooms, waiting area and practice management facilities on the first floor and practice management facilities on the second floor. All floors are accessible by lift or stairs.

The Lavender Fields site is a converted ground floor premises, comprising consultation rooms, patient waiting area, reception and practice management facilities. There are disabled access facilities with baby change facilities installed and step free access throughout.

The practice clinical team is made up of three full time male GP partners, one female salaried full time GP, and regular locums used as required. In total 40 GP sessions are provided across the two practice sites.

The practice employs two part time locum nurses and one part time healthcare assistant and one part time clinical pharmacist. The practice had also recruited a full-time practice nurse who was due to commence work in the next few weeks.

The rest of the team consisted of a practice manager and deputy practice manager, four administrative staff and eight reception staff.

The practice main site opens between 8am and 6.30pm Monday to Friday. Telephone lines are open between the hours of 8am and 6.30pm Monday to Friday.

Appointments are available between 9am and 12pm and between 3pm and 6.30pm Monday to Friday. Extended hours appointments are available between 6.30pm and 8.00pm on a Monday, Tuesday and Wednesday and from 9am to 12pm on a Saturday.