

# Clover Health Centre

## Inspection report


10 Woolwich New Road  
London  
SE18 6AB  
Tel: 02083310567  
Website: no website

Date of inspection visit: 28 August 2019  
Date of publication: 05/11/2019

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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

This inspection was an announced comprehensive inspection, which we undertook on 28 August 2019 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This report covers our findings in relation to those requirements.

The practice was rated good overall and for the effective, caring, responsive and well-led key question. The safe key question was rated as requires improvement.

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 and the public.

We rated the practice as **requires improvement** for providing safe services because:

- The practice's process for monitoring patients' health in relation to the use of high-risk medicines required improvement.
- All necessary recruitment checks including references had been undertaken for staff.
- Staff who carried out chaperoning had received training and were aware of their responsibilities.

We rated the practice as **good** for providing effective services because:

- The practice had carried out quality improvement activity for patients on the practice list and those in their care homes.
- Staff were appropriately trained to carry out their duties effectively.

We rated the practice as **good** for providing caring services because:

- We received 15 CQC comment cards, 14 were wholly positive about the care and treatment received at the practice.

- We observed staff treating patients with respect and patients interviewed confirmed this.
- We observed staff treating patients with respect and dignity.
- Feedback from the practice's patient survey showed that patients were mainly pleased with the care and treatment provided.

We rated the practice as **good** for providing responsive services because:

- Feedback from patients led to a new telephone system, and complaints were responded to appropriately and within the practice's timeframe.
- Shared care agreements were in place to ensure patient treatment was coordinated.

We rated the practice as **good** for providing well-led services because:

- Staff understood the practice's vision, values and strategy, and their role in achieving them.
- Arrangements with partners and third-party providers were governed and managed effectively to encourage appropriate interaction and promote coordinated, person-centred care.

There were areas where the practice **must** make improvements:

- Ensure care and treatment is provided in a safe way to patients.

There were areas where the practice **should** make improvements:

- Continue to take steps to improve the identification of carers to offer support.
- Review process for updating the practice's policies within a timely manner.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

The inspection was carried out by a CQC Inspector accompanied by a GP Specialist Advisor.

## Background to Clover Health Centre

Clover Health Centre began operating in 2011 delivering GP services Greenwich Primary Care Collaborative. The practice is registered with the CQC as an organisation under the parent company Malling Health (UK) Limited which took over the running of the practice on 1 October 2018.

The service is registered with the CQC to provide the regulated activities of maternity and midwifery services; diagnostic and screening procedures, treatment of disease, disorder and injury and family planning.

Clover Health Centre is based in Equitable House, 10 Woolwich New Road SE18, a building shared with several other businesses, located in the centre of Woolwich opposite Woolwich Arsenal station. The practice is based on the first floor of the building (served by a lift) with all areas occupied by the practice being on one level. The service is located in the Royal Borough of Greenwich.

Greenwich Clinical Commissioning Group (CCG) is responsible for commissioning health services for the locality. The accommodation includes five consulting/ treatment rooms and an isolation room and four further consulting/ treatment rooms.

There is a reception desk with administration area and practice manager's office behind and two separate waiting areas. Staff amenities, including kitchen and rest area, are also on the same floor. The practice has a steadily increasing patient population of 6618 registered patients. The surgery is based in an area with a deprivation score of 3 out of 10 (with 1 being the most deprived and 10 being the least deprived).

GP services are provided by one full-time male lead GP, providing six clinical sessions a week.

Clinical services are also provided by a practice nurse (full-time), a health care assistant (full-time), an advanced nurse practitioner (full-time). Administrative services are provided by the Practice Manager and general manager (both full-time) and five administration/reception staff (three full-time/two part-time). The practice has a pool of nine bank care home paramedics. The service is open from 7am to 7pm Monday and Wednesday and from 8am to 6:30pm on Tuesday, Thursday and Friday. Appointments were available Saturday and Sunday 10am until 1pm.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment  <b>How the regulation was not being met:</b>  Six out of the 18 patients we reviewed on high-risk medicines had not been monitored appropriately.  This was in breach of regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.