

North Fulham Surgery

Inspection report

The Surgery
82 Lillie Road, Fulham
London
SW6 1TN
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Date of inspection visit: 3 June 2021, 10 June 2021,
22 June 2021.
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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?	Requires Improvement	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at North Fulham Surgery on 3, 10 and 22 June 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Requires Improvement

Caring - Good

Responsive – Good

Well-led - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for North Fulham Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We had previously inspected the practice in September 2019, we rated the practice as inadequate overall and placed the practice into special measures. We served Warning Notices for breaches of Regulations 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

On January 30 2021, we inspected the practice to ensure the practice was compliant with the warning notices issued for regulations 12 and 17. The practice rating was not reviewed during this inspection. We found that the practice made improvements and was compliant with the issues set out in the warning notices. However, we identified new areas for improvement and issued a requirement notice breaches of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The inspection conducted on 3, 10 and 22 June 2021 took place to review the ratings of the practice and determine whether the practice could be removed from special measures. We found no areas of significant concern during this inspection.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently. This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements. This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider on 3 June 2021
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- Short site visits on 10 and 22 June 2021

Overall summary

Our findings

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 for all population groups. We found that:

- When something went wrong, there was an appropriate, thorough review that involved all relevant staff. Lessons were learned and communicated to support improvement.
- Action had been taken since our January 2021 to address the breaches of regulation identified in the Requirement Notice issued for Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- Although the practice's performance for childhood immunisations and cervical screening was lower than the national targets we were assured that the practice had plans in place to address the low uptake rates.
- Services were planned and delivered in a way that met the needs of the local population. For example, in house phlebotomy services were maintained throughout the pandemic and a walking group was created to ensure patients were not isolated.
- Patient satisfaction was in line with national targets and significantly above targets for some areas. For example, 90.8 percent of patients found it easy to contact the practice by telephone compared to the national average of 67.6 percent.
- Leadership, governance and practice management arrangements promoted the delivery of high-quality, person-centred care.

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

- Continue to take action to improve childhood immunisations and cervical screening uptake rates.
- Continue to take action to improve outcomes for patients with COPD and hypertension.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by the service.

Dr Rosie Benneyworth BM BS BMedSci MRCGP Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

Our inspection team included:

- GP Specialist Advisor that conducted remote clinical reviews and staff interviews on 3 June 2021.
- Practice Nurse Specialist Advisor completed a short site visit on 10 June 2021.
- CQC Inspector completed a short site visit on 22 June 2021.

Background to North Fulham Surgery

North Fulham Surgery is located at 82 Lillie Road Fulham London SW6 1TN. The practice provides NHS services through a General Medical Services (GMS) contract to patients. The practice is a member of the Hammersmith and Fulham GP Federation.

North Fulham Surgery is a training practice, the clinical team includes three GP partners, three salaried GPs, two GP Registrars, one practice nurse, two Healthcare Assistants, one phlebotomist and one pharmacist. There are 12 members of non-clinical staff including the practice manager and assistant practice manager.

The practice provides NHS primary care services to approximately 7300 patients. The practice was registered with the Care Quality Commission in April 2013 to carry out the following regulated activities: diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery service, family planning and surgical procedures.

The practice population is in the fourth most deprived decile in England. Public Health England rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

When the practice is closed, patients are directed to contact the local out of hours service and NHS 111. Out of hours services are provided by London Central and West and contact details are communicated in a recorded message accessed by calling the practice when it is closed, or by accessing the information on the practice website. Extended hours appointments are available four times per week, two mornings and two evenings.