

Figges Marsh Surgery

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



Overall summary

We carried out an announced focused review at Figges Marsh Surgery on 13 April 2023. Overall, the practice is rated as good.

Safe - good

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

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

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

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

Following our previous inspection on 22 & 27 September and 1 October 2021, the practice was rated good overall and for all key questions apart from providing safe services, which was rated as requires improvement.

At this inspection, we found that the practice had made improvements and is now rated good for providing safe services, as well as for the other key questions.

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

Why we carried out this review

We carried out this review to follow up concerns from a previous inspection. We looked at action taken in response to recommendations in the last report:

- Improve the process or recoding blood results to ensure the system is consistent.
- Continue efforts to increase uptake of childhood immunisations uptake and cervical screening.
- Continue efforts to establish a Patient Participation Group.

How we carried out the review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- reviewing data and other information we held
- requesting evidence from the provider.

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.

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

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

- Continue to increase uptake of childhood immunisations uptake and cervical screening.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who reviewed information that we held and information provided by the practice.

Background to Figges Marsh Surgery

The registered provider of the service is Figges Marsh Surgery Located in Mitcham, southwest London.

The practice is registered as a partnership with the Care Quality Commission to provide the regulated activities of diagnostic and screening services, maternity and midwifery services and treatment of disease, disorder or injury.

Figges Marsh Surgery provides services to approximately 10,000 patients.

The practice has a higher than local and national average population of children and working age people and a lower than local and national average number of those over 65.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth lowest decile (five 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 is approximately 44% White, 21% Black, 27% Asian, and 8% from other or mixed ethnic backgrounds.

Figges Marsh Surgery operates from a purpose-built medical centre, comprising eight consulting rooms, one treatment room, an 'annex' room, one conference room, administrative office space and a patient waiting area with three patient toilets. The surgery is accessible to those with mobility problems.

Three of the doctors are partners, and there are 6 other doctors (some male and some female). The practice has three clinical pharmacists, two paramedics, a phlebotomist and a care co-ordinator. There are three practice nurses and a nurse associate. Care is supported by a practice management, administration and reception team.