

DMC Chadwick Road

Inspection report

60 Chadwick Road
Peckham
London
SE15 4PU
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Date of inspection visit: 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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced focussed inspection (at short notice to the provider) at DMC Chadwick Road on 4 December 2020. The practice was not rated as a consequence of this inspection. Warning Notices were served in relation to breaches of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Regulation 12(1) Safe Care and Treatment and Regulation 17(1) Good Governance), as well as a Requirement Notice for breaches of Regulation 18(2) Staffing found at this inspection. The full comprehensive report on the December 2020 inspection can be found by selecting the 'all reports' link for DMC Chadwick Road on our website at www.cqc.org.uk.

We carried out an unannounced focussed inspection on 8 April 2021 to confirm that the provider had met the legal requirements in relation to the breaches in regulation that we identified in our previous inspection in December 2020. The practice was not rated as a consequence of this inspection. This inspection established that the provider had met the majority of the requirements of the Regulation 17(1) Good Governance Warning Notice as well as the requirements of the Regulation 18(2) Staffing Requirement Notice. However, we found that the provider had not met the requirements of the Regulation 12(1) Safe Care and Treatment Warning Notice. A further Warning Notice was served in relation to breaches of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Regulation 12(1) Safe Care and Treatment) found at this inspection. The full comprehensive report on the April 2021 inspection can be found by selecting the 'all reports' link for DMC Chadwick Road on our website at www.cqc.org.uk.

Why we carried out this inspection:

We carried out an unannounced focussed inspection on 22 June 2021 to confirm that the provider had met the legal requirements in relation to the breaches in regulation that we identified in our previous inspection in April 2021. This report covers findings in relation to those requirements. The practice was not rated as a result of 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 in line with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A short site visit.

Our judgement of the quality of care at this service is based 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.

Our findings:

- Improvements had been made to the management of infection prevention and control (IPC). However, actions required to address issues identified by the IPC audit were ongoing.
- Further improvements had been made so that the risks to patients, staff and visitors were assessed, monitored or managed in a more effective manner.

Overall summary

- The provider had made improvements to the arrangements for managing medicines to help keep patients safe.
- The provider had made improvements to processes and systems to help support good governance and management.
- Improvements had been made to processes for managing risks, issues and performance. However, actions required to address risks identified by the IPC audit were ongoing.

The areas where the provider **must** make improvements are:

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

The areas where the provider **should** make improvements are:

- Consider further revision of the management of emergency medicines to help ensure they are within their expiry date.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

Background to DMC Chadwick Road

The registered provider is Dulwich Medical Centre which is part of a primary care at scale organisation that delivers general practice services at three registered locations in England.

DMC Chadwick Road is located at 60 Chadwick Road, Peckham, London, SE15 4PU. The practice is situated within the NHS Southwark Clinical Commissioning Group (CCG) and has a general medical services contract with NHS England for delivering primary care services to the local community.

As part of our inspection we visited DMC Chadwick Road, 60 Chadwick Road, Peckham, London, SE15 4PU only, where the provider delivers registered activities.

DMC Chadwick Road has a registered patient population of approximately 6,900 patients. The practice is located in an area with an average deprivation score.

There are arrangements with other providers to deliver services to patients outside of the practice's working hours.

The practice staff consists of one salaried GPs (male), one practice manager, one advanced nurse practitioner (female), one community psychiatric nurse (female), one midwife (female), one pharmacist practitioner (female), one healthcare assistant (female), one physician's associate (male), one administration lead, one senior administrator, four practice administrators, one clinical coder and one medical notes summariser. The practice also employs locum staff via an agency and practice staff are supported by the DMC Healthcare Limited management staff.

DMC Chadwick Road is registered with the Care Quality Commission (CQC) to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures; treatment of disease, disorder or injury; surgical procedures.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The service provider was not assessing, monitoring or mitigating the risks relating to the health, safety and welfare of service users and others who may be at risk which arise from the carrying on of the regulated activity. In particular:</p> <ul style="list-style-type: none">• Actions to address identified infection prevention and control risks at the time of our inspection were ongoing. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>