

The Lister Practice

Inspection report

101 Peckham Road
London
SE15 5LJ

Tel: 020 3474 5570

<https://www.southwarkgp.co.uk/appointments/>

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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?

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 7 November 2019 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

We decided to undertake an inspection of this practice following their registration to carry out regulated activities in October 2018.

This report covers our findings in relation to those requirements.

The practice was rated good for all key questions and all population groups. 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 **good** for providing safe services because:

- 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.
- There was evidence of lessons learned and improvements made when things went wrong.

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

- Patients received effective care and treatment that met their needs.
- Staff are supported to deliver effective care and treatment, including through meaningful and timely supervision and appraisal.
- The practice participated in relevant local and national clinical audits and other monitoring activities such as reviews of services and benchmarking.

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

- Thirty-two CQC comment cards received, 27 were wholly positive about the care and treatment received at the practice.
- We observed staff treating patients with respect and dignity.

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

- The practice had reviewed the needs of the population and responded accordingly.
- 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.
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We rated the practice as **good** for providing well-led services because:

- Governance of the practice assured the delivery of high-quality and person-centred care, supported learning and innovation, and promoted an open and fair culture.
- 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.

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

- Provide appropriate support for patients who are bereaved.
- Put appropriate tools in place to assist patients in describing and rating their pain intensity and to monitor the effectiveness of pain interventions.

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

Our inspection team

Our inspection team was led by a CQC lead inspector accompanied by a GP specialist adviser.

Background to The Lister Practice

The Lister Practice provides primary medical services in the London Borough of Southwark to 10,800 patients and is one of 38 GP surgeries in Southwark Clinical Commissioning Group (CCG). The practice operates at 101 Peckham Road, Peckham, London, SE15 5LJ. The practice is based in a health centre in which one other GP practice is based, as well as other community health care providers.

The practice population is in the second most deprived decile in England. The practice population's age demographic is broadly in line with the national average. The Lister practice is managed by AT Medics Limited who manages 42 GP practices and GP hub services all of which are in London. AT Medics Limited took over management of the practice on 1 October 2018.

The practice's clinical team is made up of four GPs and one long-term GP providing 23 sessions per week. In addition, there is a full-time practice nurse and a

part-time pharmacist, physician's associate, and healthcare assistant. The practice has a full-time practice manager, and a regional manager who has oversight of all four of AT Medics Limited premises in Southwark. The team is supported by 14 other administrative and reception staff.

The practice is open between 8am and 7:30pm on Monday; between 8am and 6:30pm on Tuesday and Thursday, between 8am and 8pm on Wednesday and between 7am and 6:30pm on Friday. When the practice is closed patients are directed to contact the local out of hours service.

The practice is registered with the Care Quality Commission to provide the regulated activities of family planning; treatment of disease, disorder or injury; diagnostic and screening services; maternity and midwifery services and surgical procedures.