

DMC Chadwick Road

Inspection report

60 Chadwick Road
Peckham
London
SE15 4PU
Tel: 02076399622
www.chadwickroad.nhs.uk

Date of inspection visit: 5 May 2022
Date of publication: 07/06/2022

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 effective?

Inspected but not rated



Overall summary

We carried out an announced inspection at DMC Chadwick Road on 5 May 2022

The full reports for previous inspections 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

This inspection was a focused inspection as part of our risk-based approach to reviewing and inspecting services and to check if the provider had complied with a warning notice issued for breaches of regulation 17 (Good Governance) issued at our last inspection on 22 October 2021.

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 aimed to enable 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:

- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit where we undertook clinical searches on the practice's patient records system and discussed our findings with 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.

Our previous inspection was a comprehensive inspection looking at all five key questions. We rated the practice as requires improvement for safe and effective and well led and good for caring and responsive. As a result of our findings we issued warning notices for regulation 17 because:

- The practice did not have systems to identify people with undiagnosed conditions including diabetes and kidney disease meaning that some patients were not receiving the care and treatment that they needed.
- The system for managing clinical safety alerts was not effective.
- There was a lack of quality improvement activity stemming from the clinical audits provided.
- Not all the family members of children who were on the practice's safeguarding register had alerts on their records.
- Not all non-clinical staff had received the required level of safeguarding training
- No staff appraisals had been completed.

Overall summary

At this inspection we found the following issues:

- Clinical audits still lacked evidence of quality improvement
- The system for responding to medicines safety alerts was still not effective. We reviewed patients taking a medicine subject to a safety alert that was reviewed at our last inspection and still found that these patients were not provided with counselling on risks associated with the medicine and had not had appropriate monitoring needed to ensure safe prescribing.
- The systems for identifying patients with diabetes had improved although follow up of these patients was not sufficiently proactive.

However, the following improvements had also been made:

- All family members of children at risk or in need had an appropriate alert on their records.
- All patients flagged by a search for chronic kidney disease whose records we reviewed were being appropriately cared for.
- All staff had completed the recommended level of child safeguarding training.
- All staff who had been at the practice for over 12 months had received an appraisal

We found breaches of regulations. The provider must:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

As a result of our findings we decided to bring forward the planned comprehensive inspection of this location in order to fully assess the provider's compliance with our regulations.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor who attended the site visit, completed clinical searches and records reviews and discussed the findings with staff at the service.

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 one of the locations and is a GP practice in Peckham, London with a registered patient population of approximately 6,800 patients.

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. (A CCG is responsible for planning and designing local health services in a specific geographic area. They do this by 'commissioning' or buying health and care services).

The practice addresses is: 60 Chadwick Road, Peckham, London SE15 4PU The practice website is: www.chadwickroad.nhs.uk.

The provider is registered with CQC to deliver the following Regulated Activities:

- Diagnostic and screening procedures
- Family planning services
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

The practice clinical team consists of one local clinical lead salaried GP (male), one practice nurse (female), one healthcare assistant (male) and two pharmacists (one female and one male). The practice also employs locum staff via employment agencies.

The day-to-day operations are overseen by the practice manager, a lead administrator and six administration, secretarial and reception staff.

Further management support was provided by DMC Healthcare Limited management staff.

According to national statistics, the practice population is diverse, with a predominantly young working population. There is a lower incidence of patients with a long-standing health condition compared to local and national data and a higher than average number of patients employed (or in full time education).