

Alexandra Surgery

Inspection report

39 Alexandra Road
Wimbledon
London
SW19 7JZ
Tel: 020 8946 7578
www.alexandra.gpsurgery.net

Date of inspection visit: 7 February 2019
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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

We carried out this announced comprehensive inspection at Alexandra Surgery on 7 February 2019. We had previously carried out an announced comprehensive inspection on 18 January 2018. At that time the service was rated as requires improvement. It was rated as requires improvement for the safe, effective and well led domains and good for caring and responsive.

The areas where we said that the provider must make improvement were:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care with regards to: clinical governance, risk management, quality improvement, monitoring care and treatment for patients and patient engagement.
- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties.

The areas where we said the provider should make improvements were:

- Ensure there is an effective system for monitoring prescriptions that have been issued but not collected.
- Review the criminal records checks procedure for the practice.
- Ensure business continuity and skill mix if the practice manager is absent for a significant period of time.
- Improve uptake for screening programmes.

At this inspection we found that the practice had addressed all of the issued from the previous inspection, and have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Review the scheduling of clinical meetings so that further clinical staff may attend.
- Review safeguarding and serious incidents even where concerns have not been raised.
- Continue to review patient outcomes where scores are lower than the national or Clinical Commissioning Group area average, particularly in relation to uptake of cervical cancer screening.

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

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) | 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 was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Alexandra Surgery

The registered provider of the service is Alexandra Surgery. The practice is registered as a partnership with the Care Quality Commission to provide the regulated activities of diagnostic and screening services, family planning services, maternity and midwifery services and treatment of disease, disorder or injury. Regulated activities are provided at one location.

The address of the registered provider is 39 Alexandra Road, Wimbledon, London, SW19 7JZ. The practice website is . Alexandra Surgery provides primary medical services in Wimbledon to approximately 5350 patients and is one of 23 practices in Merton Clinical Commissioning Group (CCG).

The practice population is in the second least deprived decile in England. The practice population has a lower than CCG average representation of income deprived children and older people. The practice population of children and older people are slightly below local and

national averages and the practice population of those of working age are above local and national averages. Of patients registered with the practice, 25% are White or White British, 41% are Asian or Asian British, 7% are Black or Black British, 15% are mixed British and 12% are Other.

The practice operates from an adapted residential property. Most patient facilities are on the ground floor and are wheelchair accessible. The practice has access to four doctors' consultation rooms and one nurses' treatment room. The practice team at the surgery is made up of one full time male lead GP who is a partner and one full time female GP who is a partner and regular use of two locum male GPs. There are two part time female practice nurses and one part time female health care assistant. The practice team also consists of a practice manager and five part time reception and administrative staff members.