

Kingfisher Medical Practice

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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Kingfisher Medical Centre on 9 April 2019 as part of our inspection programme. This was the first inspection of this service. The service was registered by CQC on 16 May 2018 and is registered to provide four regulated activities: Diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; and surgical procedures.

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.

We 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.

- There was a comprehensive system of clinical audits which drove improvements in the quality of care.
- 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 promoted the delivery of high-quality, person-centred care.
- The practice focussed on analysis of data to drive and evaluate change.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.

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)	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 inspector and included a GP specialist adviser.

Background to Kingfisher Medical Practice

Kingfisher Medical Centre provides GP primary care services to approximately 5,330 people living in Deptford, London. The practice is part of the NHS Lewisham CCG which is made up of 38 general practices. Primary medical care is provided under a General Medical Services (GMS) contract within NHS Lewisham Clinical Commissioning Group (CCG). The premises are purpose built and has recently been completely refurbished. All services are provided from the ground floor of the building, providing ease of access for patients with mobility difficulties.

Kingfisher Medical Centre is operated by one GP partner and one management partner. Two female salaried GPs and two male locum GPs are employed at the practice. A practice pharmacist works full time. The nursing team consists of two part time practice nurses and a full-time health care assistant. The GPs undertake a combined total of 20 sessions between Monday to Friday. There is a full-time pharmacist and a part time phlebotomist. There is an operations manager who leads a team of reception and administrative staff.

The practice is open between 8.00am to 6.30pm Monday to Friday. Appointments are available 8.30am to 12.00pm and 2.30pm to 6.00pm. Extended hours are available at Kingfisher Medical Centre on Mondays between 18.30 and 20.00. When the practice is closed, patients are directed

to contact NHS111, the out of hour's service provider. Pre-bookable appointments can be booked up to six weeks in advance and urgent appointments are also available for people that need them.

Information published by Public Health England (PHE) rates the level of deprivation within the practice population group as three on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest. Compared to other practices in England, more patients are unemployed.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

This is the first inspection of this service. Kingfisher Medical Practice has registered with CQC under a new provider with new registered managers. As the new registered provider, Kingfisher Medical Practice are not responsible for the previous provider's 2017/2018 QOF achievement results presented in this inspection report and evidence table. The QOF data in the evidence table is obtained from NHS Digital through the latest published QOF data return, which is currently for the 2017-18 financial year. CQC will not be in a position to use the 2018-19 data until after October 2019 when it has gone

through NHS Digital's validation processes. The Quality and Outcomes Framework (QOF) allows practices to exception-report (exclude) specific patients from data collected to calculate achievement scores