

# Battersea Fields Practice

## Inspection report

3 Austin Road  
Battersea  
London  
SW11 5JP  
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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 to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced comprehensive inspection at Battersea Fields Practice during 17-19 October 2023. Overall, the practice is rated good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 24 February 2016, the practice was rated good overall and for all key questions. The full reports for previous inspections can be found by selecting the 'all reports' link for Battersea Fields Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

This was a comprehensive inspection to review the following domains:

- Safe
- Effective
- Caring
- Responsive
- Well Led

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

## Our findings

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- 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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice was actively involved in engaging with the local community and implementing new ways of working, for example having a community health and wellbeing workers directly going out into the community and communicating with patients.
- The practice was pivotal in developing and setting up the Battersea Youth Clinic.
- Battersea Fields Practice had successfully taken over the clinical care of a large care home and had received positive feedback about the care and management it provided.
- Clinical searches found patients receiving high-risk medicines, such as methotrexate, received appropriate monitoring.
- Staff were positive about working at the practice.
- 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.
- 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**:

- Continue to improve the uptake for childhood immunisation and of cervical cancer screening.
- Continue to look at ways to improve patient satisfaction data in relation to access.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Battersea Fields Practice

Battersea Fields Practice is located in Wandsworth at:

3 Austin Road

Battersea

London

SW11 5JP

The practice has a branch surgery at:

115 Thessaly Road

London

Greater London

SW8 4EJ

Battersea Fields Practice and its branch practice Thessaly Road have 13,490 registered patients.

The practice is situated within London Borough of Wandsworth Integrated Care Board (ICB) and provides primary medical services. The practice has a Personal Medical Services (PMS) NHS contract and provides a full range of essential, enhanced and additional services including; improving patient online access; influenza and pneumococcal immunisations; patient participation; risk profiling and case management; rotavirus and shingles immunisation; and unplanned admissions.

The provider is registered with CQC to deliver the Regulated Activities, diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is part of the Battersea Primary Care Network (PCN).

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fourth lowest decile (4 of 10). The lower the decile, the more deprived the practice population is relative to others. The practice informed us despite the overall population deprivation level of 4 – this figure has been skewed by the influx of richer and younger patients into the branch location situated by the new Nine Elms Development this hides the high numbers of very deprived patients living on the Doddington and Patmore Estate.

According to the latest available data, the ethnic make-up of the practice area is 59% White; 9% Asian; 22% Black, 7% Mixed, and 4% Other. There are slightly more female patients (51%) than male.

The practice team at the surgery is made up of 13 GPs three male, ten female. There are five female nurses, and three health care assistants. There are fifteen administrative, reception and clerical staff, including one business and development manager, two deputy practice managers and an assistant practice manager. The practice is a training practice. At the time of the inspection the practice had three trainee GPs.

The practice is open between 8am and 8pm Monday to Thursday and 8am to 6.30pm on a Friday, the practice is closed on the weekends. Appointments are from 8am to 7.40pm Monday to Thursday and 8am to 6.30pm on a Friday. The practice offers a range of appointment types including book on the day and telephone consultations. The practice has opted out of providing out of hours (OOH) services when closed and directs patients to the OOH provider for Wandsworth ICB.