

Dr Scott & Partners

Inspection report

The GP Centre
322 Malden Road, North Cheam
Sutton
SM3 8EP
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Date of inspection visit: 25 February 2022
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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?	Requires Improvement	
Are services well-led?	Good	

Overall summary

We carried out a comprehensive inspection at Dr Scott & Partners (Cheam GP Centre) on 25 February 2022 and a remote clinical review on 22 February 2022 to follow up on breaches of regulations. Overall, the practice is rated as Good.

Safe – Good

Effective -Good

Caring – Good

Responsive – Requires Improvement

Well-led - Good

Following our previous inspection on 29 April 2021, the practice was rated as Requires Improvement overall (requires improvement in safe, effective, responsive and well-led) for issues in relation to safeguarding training, staff vaccination records, infection prevention and control, medicines management, management of significant events, identification of patients with commonly undiagnosed conditions, uptake for childhood immunisations and cervical screening, appraisals for staff, quality improvement and access to care and treatment.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Scott & Partners on our website at www.cqc.org.uk

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 enabled 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:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- 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:

- 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 rated the practice as **Good** for providing safe services.

Overall summary

At this inspection we found the provider had made improvements in providing safe services. In particular, the provider had made improvements to their systems and process in relation to safeguarding training, staff vaccination records, infection prevention and control, medicines management and management of significant events.

We rated the practice as **Good** for providing effective services.

At this inspection we found the provider had made improvements in providing effective services. In particular, the provider had made improvement to their systems and processes in relation to identifying patients with commonly undiagnosed conditions, uptake for cervical screening, staff appraisals and quality improvement. However, the uptake for childhood immunisations were below target.

We rated the practice as **Good** for providing caring services.

At this inspection we found that the staff treated patients with kindness, respect and compassion. However, the national GP patient survey indicators for 2021 in relation to listening to patients, treating them with care and concern, confidence and trust in the healthcare professional and overall experience of the GP practice were below average.

We rated the practice as **Requires Improvement** for providing responsive services.

At this inspection we found that the provider had made some changes to improve telephone access to the service; however, many patients reported they were not able to access the GP practice on the phone. The national GP patient survey indicators for 2021 in relation to access to appointments were below average.

We rated the practice as **Good** for providing well-led services.

At this inspection we found the provider had made improvements in providing well-led services in relation to good governance and had implemented systems and process in response to the findings of our previous inspection. However, the provider had frequent changes in practice management since the last inspection and only had an interim practice manager in place.

We have rated this practice as Good overall and Requires Improvement in Responsive.

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

- Improve monitoring of patients with hypothyroidism and insomnia.
- Improve uptake for childhood immunisations.
- Review service procedures to improve patient satisfaction especially in relation to telephone access as demonstrated by the national GP patient survey.

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 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 Dr Scott & Partners

Dr Scott & Partners (Cheam GP Centre) is located in London at:

322 Malden Road

North Cheam

Sutton

SM3 8EP

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

The practice is situated within the South West London Clinical Commissioning Group (CCG) and delivers to a patient population of about 13,400.

The practice is part of a wider network of GP practices and part of the four practices in Cheam and South Sutton Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 of 10). The lower the decile, the more deprived the practice population is relative to others.

The clinical team at the surgery is made up of two male and two female GP partners, two male and one female salaried GPs, a female physician associate, three female nurses and a female healthcare assistant. The non-clinical practice team consists of an interim practice manager and ten administrative or reception staff members.