

The Acorn & Gaumont House Surgery

Inspection report

151 Peckham High Street
Peckham
London
SE15 5SL
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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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Good



Overall summary

This practice is rated as requires improvement.

(Previous rating July 2019 – inadequate)

The key questions are rated as:

Are services safe? – good

Are services effective? – requires improvement

Are services caring? – good

Are services responsive? – requires improvement

Are services well-led? – good

We carried out an announced comprehensive inspection at, The Acorn & Gaumont Group Practice on 12 March 2020. Following a previous comprehensive inspection in July 2019, the practice had been placed in special measures as we had noted significant safety concerns. We issued a requirement notice in respect of a breach of regulation 12 (safe care and treatment) and 17 (Good Governance) of the Health and Social Care Act 2008 (regulated activities) Regulations 2014.

We first inspected the practice on 18 January 2017, the practice was rated requires improvement overall and was issued a requirement notice for breach of regulation 17 due to the practice being below local and national averages for health outcomes relating to diabetes, hypertension, and poor mental health. Outcomes for patients with learning disabilities were low. Published data also highlighted that patients rated the practice below local and national averages for consultations with GPs, and general satisfaction with the service.

A comprehensive inspection was carried out on 12 April 2018 to follow-up on the concerns raised at the January 2017 inspection. The practice was found to have made improvements and was rated good overall and requires improvement for the caring key question. A requirement notice for breach of regulation 17 was issued because the practice had not taken sufficient action in response to poor national patient survey results in some areas.

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 requires improvement overall and for the effective, and responsive key questions. The safe, caring and well-led key questions were rated as good. The population groups: families, children and young people, older people, people, people with long-term conditions, people whose circumstances may make them vulnerable, people experiencing poor mental health and working age people were all rated requires improvement.

The reports of all the previous inspections can be found by selecting the 'all reports' link for The Acorn & Gaumont House Surgery on our website at www.cqc.org.uk.

We rated the practice **requires improvement** for providing effective services because:

- The practice had not met the minimum 90% for all four child immunisation uptake indicators.
- The practice was below the CCG and national average in three of the five cancer indicators and below the 70% uptake rate for cervical cancer screening.

The practice was rated as **requires improvement** for providing responsive services because:

- The practice's GP patient survey results had improved since the last inspection. However, there were areas where they are tending towards a negative variation.
- The practice had taken steps to improve access to patients by restructuring their appointment system. However, the results from these measures are yet to be reflected.

We rated the practice **good** for providing safe services because:

- The practice had developed a robust safety alert and significant event process.
- The practice had developed an auditable system to oversee incoming correspondence.
- The practice managed patients on high-risk medicines according to evidence-based guidance.

We rated the practice as **good** for providing caring services because:

- The practice had identified 1% of the people on the practice list as carers.
- CQC comment cards were positive about the kindness and compassion displayed by staff.

Overall summary

- The practice had improved their GP patient survey results concerning, patients' overall experience at the practice and patient involvement in decisions about their care and treatment.

The practice was rated **good** for providing a well-led service because:

- Leaders were aware of the challenges and had acted to implement improvement strategies.
- There was an effective and comprehensive process to identify, understand, monitor and address current and future risks.
- The practice made effective use of internal and external reviews, and learning was shared effectively and used to make improvements.

There were areas where the practice **should** make improvements:

- Put a plan in place to monitor the recording of consent from patients.
- Improve areas identified in the national GP patient survey as scoring below the national average.
- Take action to improve the take up rate of cervical screening for eligible women.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector and supported by a second inspector and GP specialist advisor.

Background to The Acorn & Gaumont House Surgery

The Acorn and Gaumont House Surgery is a GP practice located at 151 Peckham High Street, London, SE15 5SL. The practice website can be found at

The practice provides GP practice services to approximately 9733 patients.

The practice is located in an area ranked among the second most deprived in the country on the index of multiple deprivation scale. The practice has an ethnically diverse patient population with 7.0% of patients identifying themselves as mixed ethnicity, 8.2% Asian, 43.7% black, 3.9% other non-white ethnic groups. The practice is located in an area with a transient population and has an annual turnover of 14% of the patient list.

The practice is operated by two full time male GP partners. The practice employs a full time female salaried

GP and two long term locums; one who works 0.75 FTE and another who works one session per week. The practice employs two full time nurses and there is one part time locum advance nurse practitioner. The practice employs a full-time pharmacist and a full-time healthcare assistant.

The service is located in premises that are shared with audiometry, podiatry and spirometry services. The Acorn and Gaumont House Surgery is registered to provide the following regulated activities Diagnostic and screening procedures, Treatment of disease, disorder or injury, Maternity and midwifery services and Family Planning.

Out of hours services are provided by South East London Doctors on Call (SELDOC).