

# Sir John Kirk Close Surgery

## Inspection report

3 Sir John Kirk Close  
London

Tel: 02073584080

<https://sirjohnkirksurgery.co.uk>

Date of inspection visit: 31 May 2019

Date of publication: 12/07/2019

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 Sir John Kirk Close Surgery on 31 May 2019 as part of our inspection programme.

At the last inspection in May 2018 we rated the practice as inadequate for providing safe services, and requires improvement for providing well-led services because:

- The practice had not sufficiently mitigated risks associated with infection control, legionella or fire.
- The practice's triage appointment system used by reception staff posed potential risks to patients which had not been adequately considered or addressed.
- There was a lack of clarity among staff about what amounted to a significant event and who assumed responsibility for patient safety alerts.
- Some aspects of medicines management and arrangements to ensure equipment was safe to use were not satisfactory.
- Not all staff had received a DBS check and not all clinical staff had been vaccinated against common communicable diseases.

We issued a warning notice to the provider after our inspection in respect of the concerns identified.

At this inspection, we found that the provider had satisfactorily addressed these areas.

**We have rated this practice as good overall and good for all population groups.**

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 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.

The areas where the provider **should** make improvements are:

- Maintain improved uptake of childhood immunisations.
- Take action to improve uptake of cervical 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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

## Background to Sir John Kirk Close Surgery

Sir John Kirk Close Surgery is a GP practice located at 3 Sir John Kirk Close, London, SE5 0BB.

The practice is based within a housing estate at Sir John Kirk Close. The premises are based on the ground floor and first floor in a purpose-built building.

The practice website can be found at <https://sirjohnkirsurgery.co.uk/>

The practice provides GP practice services to approximately 4,100 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 61% of patients being black or ethnic minority. The practice is located in an area with a transient population and has an annual turnover of between 10 and 15% of the patient list. Out of hours services are provided by South East London Doctors on Call (SELDOC)

The practice is operated by Nexus Health Group which is a GP partnership that operates from a number of locations under a single PMS contract. However, Sir John Kirk Close operates as a separate location under an Alternative Medical Service Provider (APMS) contract. The list is being dispersed and the provider is retaining the premises for its PMS contract. One GP partner works at the site, one Salaried GP, and one GP retainer, there are two long term locums. In addition, the practice employs one nurse a Health Care Assistant and a pharmacist.

The practice does have a training status but at the time of the inspection the practice did not have any medical students.

Sir John Kirk Close Surgery is registered to provide the following regulated activities: Diagnostic and screening procedures, Treatment of disease, disorder or injury, Maternity and midwifery services, Surgical Procedures and Family planning.