

Clapham Junction Medical Practice

Inspection report

Farrant House
Winstanley Road
London
SW11 2EJ
Tel: 02072284172

Date of inspection visit: 04 November 2021
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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?	Requires Improvement	
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 inspection at Clapham Junction Medical Practice on Thursday 4 November. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Requires Improvement

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 23 January 2017, the practice was rated Good overall.

The full reports for previous inspections can be found by selecting the 'all reports' link for Clapham Junction Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection under our new registration inspection guidance:

- Newly registered services are assessed to check they are safe, effective, caring, responsive and well-led.

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:

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 have rated this practice as Good.

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.
- Policies and procedures were monitored, reviewed and updated.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- There was a clear leadership structure and staff felt supported by management.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There was evidence of quality improvement activity.

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

- Ensure that the systems in place for reporting significant events and complaints are effective and allow all potential risks to be identified, in order for patients to be kept safe and learning to be shared.
- Continue to consider ways to improve uptake for childhood immunisations and cervical screening.
- Ensure the systems in place for recording Do Not Attempt Cardio Pulmonary Resuscitation forms is consistent and reviewed regularly to ensure the patient's wishes are adhered to.
- Ensure that their practice website contains the necessary information to allow patients to access a wide variety of services.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

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 Clapham Junction Medical Practice

Clapham Junction Medical Practice is located in London at:

Clapham Junction Medical Practice

7 Farrant House,

Winstanley Road,

Battersea

SW11 2EJ

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

The practice is situated within the South West London Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 2,500. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices and is part of the Wandsworth Primary Care Network (PCN).

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

According to the latest available data, the ethnic make-up of the practice area is 69% White, 16% Black, 8% Asian, 5% Mixed, and 2% Other.

The practice team currently consists of female lead GP, two long term locum GPs (totalling 14 clinical sessions per week), and a part-time practice nurse. A clinical pharmacist, a paramedic and a social prescriber are allocated to the practice from the PCN. The clinical team are supported by an operations manager and two administration/reception staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided locally by three GP hubs, where patients can be seen between 8am-8pm by appointment only. Out of hours services are provided by NHS 111.