

# Herne Hill Group Practice

## Inspection report

74 Herne Hill  
London  
SE24 9QP  
Tel: 02072743314

Date of inspection visit: 12 October 2023  
Date of publication: 24/01/2024

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 an announced comprehensive inspection at Herne Hill Group Practice 12 October 2023. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Requires Improvement

Well-led - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Herne Hill Group 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.

## 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:

- 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.

# Overall summary

- The practice responded to patient needs. However, the GP patient survey showed patients were not satisfied with appointment access to the practice.
- 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 identify ways of improving patient satisfaction in relation telephone and appointment access.
- Take steps to increase the uptake of childhood immunisations and cervical cancer screening within their practice population.

**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 Herne Hill Group Practice

Herne Hill Group Practice is located in 74 Herne Hill, London SE24 9QP.

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

The practice is situated within the South East London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of 15,400 patients. This is part of a contract held with NHS England.

Information published by Office for Health Improvement and Disparities showed deprivation with the practice population group is in the 6th decile (6 out of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic makeup of the practice area is 68.8% White, 17% Black, 5.2% Asian and 7.3% Mixed and 1.8% Other.

The practice consists of 4 GP partners who are supported by a team of 8 salaried GP's, 4 practice nurses and 3 pharmacists. The management team consists of a business manager, services manager, and assistant manager. The management team are supported by administrators and receptionists, some of whom lead on different areas specialism. The practice are additionally supported through their PCN with staff such as a dietician, physiotherapists, social prescribers and a substance misuse worker.

The practice is open between 8am to 6:30pm Monday to Friday with enhanced hours based at the practice between 7am and 8am on a Tuesday and 6:30pm to 7:30pm on a Wednesday. The practice offers a range of appointment types including face-to-face appointments, telephone and video consultations and e-consult.

The practice provides enhanced access appointments at their Primary Care Network Hub Monday to Friday until 8pm and on Saturdays between 9am-5pm.