

Dr Christopher John George Wright

Inspection report

216 Norwood Road

London

SE27 9AW

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www.thedeerbrooksurgery.nhs.uk

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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

Are services safe?

Are services effective?

Are services caring?

Are services responsive?

Are services well-led?

Overall summary

Dr Christopher John George Wright is a provider registered with CQC. We carried out an inspection of the provider on 28 June 2019 to follow up concerns raised at our inspection on 21 February 2019.

At the inspection in February 2019 we found that:

- The practice was not monitoring high risk medicines in accordance with guidance and recommendations.
- The practice had not carried out a risk assessment to determine how to manage medical emergencies and did not have the full range of recommended medicines available.
- The practice had not ensured that professional registrations were reviewed.
- The practice had not ensured that all staff had appropriate medical indemnity arrangements in place and had completed appropriate training.
- Staff had not undertaken the training required for them to sufficiently carry out their role.
- The practice did not have effective systems in place to securely store and monitor the usage of prescriptions.
- There was no failsafe system in place to monitor two-week wait referrals.

At this inspection we found that:

- The provider had addressed the specific concerns raised in the last inspection.

- The practice had ensured all staff had appropriate medical indemnity arrangements in place and had completed appropriate training.
- The practice had the full list of recommended emergency medicines available.
- The practice had put measures in place to monitoring high risk medicines in accordance with guidance and recommendations.
- However, we found additionally:
- The provider had not ensured that test results were actioned in a timely manner. Two patients had not had their test results communicated to them.
- Dementia patients' annual reviews had not been carried out for all the practice's dementia patients.
- Medication reviews were recorded as being done but did not contain any detail of the reviews.

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

- Ensure that care and treatment is provided in a safe way.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Our inspection team

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

Background to Dr Christopher John George Wright

Dr Christopher John George Wright is located at 216 Norwood Road, London, SE27 9AW.

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

Dr Christopher John George Wright is situated within Lambeth Clinical Commissioning Group (CCG) and provide services to approximately 4,600 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice is a single-handed GP practice led by a male GP. The lead GP works 12 clinical sessions a week and a male long-term locum GP provides 3 clinical sessions. The practice employs a full-time nurse and a part time healthcare assistant.

The practice is a member of a local GP Federation. There are a higher than average number of patients of working

age registered with Dr Christopher John George Wright compared with the national average and lower numbers of patients over the age of 65. The age demographics were broadly comparable to those of other practices within the CCG although this practice has a slightly larger proportion of children. The percentage of patients not in employment was slightly higher than the national average and the practice has a lower proportion of patients with long standing health conditions. The National General Practice Profile states that 27% of the practice population is from a black ethnic background with a further 6% of the population originating from Asian minority groups, 13% of patients are from mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of

deprivation and level ten the lowest. The practice has slightly higher levels of deprivation affecting children and older people compared to the national average.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>Two patients test results had not been communicated to them within the expected timeframe.</p> <p>Six out of the eight dementia patients had not received a care plan within the last 12 months.</p> <p>Medication reviews were recorded as being done but did not contain any detail relating to what had been discussed.</p> <p>Non-clinical staff were not trained to level two in child safeguarding.</p> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>