

Tooting South Medical Centre

Quality Report

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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 service

Good



Are services caring?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Tooting South Medical Centre on 5 April 2016. The overall rating for the practice was good. No breaches of legal requirements were found, however the practice was rated as requires improvement for providing caring services. This was because data from the national GP patient survey showed patients rated the practice in line with national averages in most aspects of care. In some areas the practice was rated by patients as below average. The practice had not taken any action to address these areas.

We also found areas the practice should improve, including recall process for patients with long term conditions and poor mental health, reviewing action points from audits and recording verbal complaints and concerns.

The full comprehensive report and desk-based focussed inspection report can be found by selecting the 'all reports' link for Tooting South Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused desk-based inspection carried out on 2 November 2017 to review the improvements made in addressing and improving patient feedback. This report also covers additional areas of improvement made since our last inspection.

Overall the practice is rated as good. Specifically the practice was now found to be good for providing caring services.

Our key findings were as follows:

- The practice had shown they had responded to patient feedback in the National GP Patient Survey and had gathered feedback via engaging with the Patient Participation Group (PPG), carrying out additional surveys and reviewing the NHS Friends and Family Test.
- The practice had reviewed and improved their recall processes for patients with long term conditions and poor mental health. They also worked with a local mental health nurse to ensure patients with severe mental health conditions were reviewed.
- The practice carried out audits and reviewed action points so that they lead to improved patient outcomes.
- The practice kept a comprehensive log of verbal as well as written complaints.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services caring?

The practice is rated as good for providing caring services.

Data from the national GP patient survey showed that patients rated the practice above or in line with national averages in most aspects of care. In some areas the practice was rated by patients as below average, however the results had improved overall compared with the previous inspection. There was evidence that the practice had engaged with the Patient Participation Group (PPG) and had worked to improve uptake of the national GP patient survey, the NHS Friends and Family Test (FFT) and had carried out an additional practice survey.

Good



Tooting South Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Tooting South Medical Centre

Tooting South Medical Centre is based in the London Borough of Wandsworth. The practice has a list size of approximately 10,500. The practice is in a purpose built premises which the practice moved to in 2007 having previously been based in a different building. The address of the practice is 22 Otterburn Street, Tooting, London, SW17 9HQ.

The practice is in an area with a mixed demographic. It is in the sixth most deprived decile of practices in the UK. The practice population includes 25.6% patients who are either from Asia or Asian background, 16.4% black and 5.4% mixed race. Approximately 50% of the patients at the practice are white English or white other. The practice has a large number of patients who either do not speak English or for whom it is not their first language. The practice has a higher than average population of patients between the ages of 20 and 39, and the number of patients aged between zero and four is significantly higher than the national average. By contrast, the number of patients aged over 60 is less than half of the national average.

The practice is run by six partners, five of whom are doctors at the practice, with the practice manager being the managing partner. Three of the clinical partners are female and two male. Further to the partner GPs, there is one salaried GP (female) and two sessional locum GPs. In total

there are 45 GP sessions per week. There are also three practice nurses, two health care assistants, the practice manager (who is a managing partner), a deputy practice manager, three administrators and seven receptionists.

The practice is open between 8:00am and 6:30pm Monday to Friday. The practice also has extended hours Monday to Friday from 6:30pm until 8:00pm and on Friday morning from 7:30am until 8:00am. Appointments with a GP, nurse or healthcare assistant are all available outside of normal opening hours. Scheduled appointments are available throughout the day, and a duty doctor is on call daily to manage emergencies and home visits.

The practice is contracted to provide Personal Medical Services (PMS) and is registered with the CQC for the following regulated activities: treatment of disease, disorder or injury, maternity and midwifery services, surgical procedures, and diagnostic and screening procedures.

Why we carried out this inspection

We undertook a comprehensive inspection of Tooting South Medical Centre on 5 April 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall and they were rated as requires improvement for providing caring services. No breaches of legal requirements were found.

We undertook a follow up desk-based focused inspection of Tooting South Medical Centre on 2 November 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care since the last inspection.

Detailed findings

The full comprehensive report following the inspection on 5 April 2016 can be found by selecting the 'all reports' link for Tooting South Medical Centre on our website at www.cqc.org.uk.

How we carried out this inspection

We carried out an announced desk-based focused inspection of Tooting South Medical Centre on 2 November 2017.

This involved reviewing evidence that:

- The practice could demonstrate that they had addressed and responded to patient feedback.
- The practice had reviewed recall processes for patients with long term conditions and poor mental health.
- The practice had reviewed action points in audits to ensure that they lead to improved patient outcomes.
- The practice kept a record of verbal complaints.

Please note that when referring to information throughout this report, for example any reference to the National GP Patient Survey data, this relates to the most recent information available to the CQC at that time.

Are services caring?

Our findings

At our previous inspection on 5 April 2016, we rated the practice as requires improvement for providing caring services. Data from the national GP patient survey showed patients rated the practice in line with national averages in most aspects of care. In some areas the practice was rated by patients as below average. For example:

- 73% of patients said the last GP they spoke to was good at treating them with care and concern compared to the national average of 85%.
- 78% of patients said the last nurse they spoke to was good at treating them with care and concern compared to the national average of 91%.

The practice had not taken action to address these areas.

During the inspection on 2 November 2017, we found that the practice had taken action to address the concerns raised in the previous report. As a result, the practice is now rated as good for providing caring services.

Kindness, dignity, respect and compassion

Patients felt they were treated with compassion, dignity and respect. Data from the national GP patient survey published on 6 July 2017 showed that patients rated the practice above or in line with national averages in most aspects of care. In some areas the practice was rated by patients as below average, however the results had improved overall compared with the previous inspection.

For example:

- 89% of patients said the GP was good at listening to them compared to the Clinical Commissioning Group (CCG) average of 90% and the national average of 89%.
- 87% of patients said the GP gave them enough time compared to the CCG average of 86% and the national average of 86%.
- 96% of patients said they had confidence and trust in the last GP they saw compared to the CCG average of 96% and the national average of 95%.
- 84% of patients said the last GP they spoke to was good at treating them with care and concern compared to the CCG average of 86% and the national average of 86%.

- 84% of patients said the last nurse they spoke to was good at listening to them compared to the CCG average of 88% and the national average of 91%.
- 83% say the last nurse they saw or spoke to was good at giving them enough time compared to the CCG average of 89% and the national average of 92%.
- 98% of patients said they had confidence and trust in the last nurse they saw compared to the CCG average of 96% and the national average of 97%.
- 80% of patients said the last nurse they spoke to was good at treating them with care and concern compared to the CCG average of 88% and the national average of 91%.
- 88% of patients said they found the receptionists at the practice helpful compared to the CCG average of 86% and the national average of 87%.

Care planning and involvement in decisions about care and treatment

Results from the national GP patient survey showed patient responses were mixed for their involvement in planning and making decisions about their care and treatment. Results remained below local and national averages although some areas had improved.

For example:

- 83% of patients said the last GP they saw was good at explaining tests and treatments compared to the Clinical Commissioning Group (CCG) average of 86% and the national average of 86%. (Previously the practice scored 71%).
- 76% of patients said the last GP they saw was good at involving them in decisions about their care compared to the CCG average of 82% and the national average of 82%. (Previously the practice scored 70%).
- 84% of patients said the last nurse they saw was good at explaining tests and treatments compared to the CCG average of 87% and the national average of 90%.
- 76% of patients said the last nurse they saw was good at involving them in decisions about their care compared to the CCG average of 82% and the national average of 85%. (Previously the practice scored 70%).

Since the previous inspection, the practice had engaged with the Patient Participation Group (PPG) and had worked

Are services caring?

to improve uptake of the National GP Patient Survey via promoting this on their website and in the reception area. The practice felt that due to a high incidence of the practice population having language barriers, the low uptake for the National GP Patient Survey may not have led to a representative survey result. The practice contacted the organisation carrying out the national survey to ensure those with language barriers could complete the survey. The uptake of the national survey had increased to 28% for 2016/17 compared with a 23% response rate of the 2014/15 survey referenced in the previous inspection report.

The practice also promoted the NHS Friends and Family Test (FFT) using text message reminders. A sample of 10

FFT responses were seen, the majority highlighting the caring attitude of staff with some concerns over waiting times which the practice had also taken measures to address. Data from January to September 2017 for the FFT indicated that 85% would recommend the practice.

The practice had used a third party to carry out an additional patient satisfaction survey for 2016/17. The 2016/17 survey showed that 84% of all patient ratings about the practice were good, very good or excellent which included questions related to warmth of greeting, respect shown, ability to listen and explanations given.