

The Lordship Lane Surgery

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 safe?

Requires improvement



Key findings

Contents

Key findings of this inspection

Letter from the Chief Inspector of General Practice

Page

2

Detailed findings from this inspection

Background to The Lordship Lane Surgery

3

Why we carried out this inspection

3

Detailed findings

5

Action we have told the provider to take

6

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Lordship Lane Surgery on 12 September 2017. The overall rating for the practice was good but requires improvement for the key question: Are services safe? The full comprehensive report from the 12 September 2017 inspection can be found by selecting the 'all reports' link for The Lordship Lane Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 12 March 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 12 September 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice remains rated as good but is still rated as requires improvement for key question: are services safe?

Our key findings were as follows:

- A general health and safety risk assessment was provided dated June 2017 but again this was lacked sufficient detail and did not address all areas of risk.
- The practice had up to date portable appliance testing.

- The fire alarms were now being tested on a weekly basis.
- The practice's policy for monitoring uncollected prescriptions was not clear.
- The practice had not purchased an additional thermometer for their vaccine fridge and there was no evidence that the fridge thermometer was being calibrated on a monthly basis. However we were provided with evidence that the fridge temperature was being monitored daily.
- The practice had a register in place of deceased patients.
- Multidisciplinary team meetings were being held on a monthly basis.

However, there was also an area of practice where the provider needs to make improvements.

The provider Must

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care
- Adhere to Public Health England's protocols on storage of vaccines.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

The Lordship Lane Surgery

Detailed findings

Background to The Lordship Lane Surgery

The Lordship Lane Surgery provides services to approximately 4600 patients in south east London under a Personal Medical Services contract (an agreement between NHS England and general practices for delivering personal medical services). It sits within the Southwark Clinical Commissioning Group (CCG) which has 45 member practices serving a registered patient population of approximately 312,000. The practice provides a number of enhanced services including meningitis immunisation provision; extended hours access; influenza and pneumococcal immunisations and learning disabilities. The staff team at the practice consists of two full time male GPs, a female part time GP, a male practice manager, one part time female practice nurse, a part time male health care assistant and three administrators/receptionists. The service is provided from this location only.

The practice reception is open between 8am and 7.30pm on Mondays and Wednesdays, and between 8am and 6.30pm on Tuesdays, Thursdays and Fridays. Appointments are available between 9am – 12.30pm and 2.30pm – 7.30pm on Mondays and Wednesdays; and between 9am – 12.30pm and 2.30pm – 6.30pm on Tuesdays and Fridays.

On Thursdays appointments are available between 9.30am and 12.30pm, and between 4.30pm – 7.30pm. Patients who wish to see a GP outside of these times are advised to contact the practice's out of hours provider, whose number is displayed on the practice website and in the practice waiting room. Telephone consultations are available each day at the end of surgery. The practice belongs to a local federation and can use its clinic for patients between 8am and 8pm. The practice provides an online appointment

booking system and an electronic repeat prescription service. Patients can also view test results online. The premises are purpose built with ease of access for patients with mobility difficulties and a lift has been installed.

The practice is registered with the Care Quality Commission to carry on the regulated activities of diagnostic and screening procedures, family planning services, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a slightly higher percentage than the national average of people with a long standing health conditions (54% compared to a national average of 53%). It has a higher percentage of unemployed people compared to the national average (13% compared to 4%). The average male and female life expectancy for the CCG area and the practice is in line with the national average for both males and females.

The population in this CCG area is 54% white British. The second highest ethnic group is black or black British (27%). The practice sits in an area which rates within the fifth most deprived decile in the country, with a value of 25 compared to the CCG average of 29.5 and England average of 21.8 (the lower the number the less deprived the area). The patient population is characterised by a below England average for patients, male and female, over the age of 60 and between the ages of 10 and 19; and an above England average for male and female patients between the ages of 25 and 49.

Why we carried out this inspection

We undertook a comprehensive inspection of The Lordship Lane Surgery on 25 May 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory

Detailed findings

functions. The practice was rated as requires improvement for providing safe services. The report following the full comprehensive inspection in September 2017 can be found by selecting the 'all reports' link for The Lordship Lane Surgery on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of The Lordship Lane Surgery on 12 March 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Are services safe?

Our findings

At our previous inspection on 12 September 2017, we rated the practice as requires improvement for providing safe services as arrangements for identifying, recording and managing risks, issues and implementing mitigating actions were not sufficient. In particular we found that the provider had not undertaken an appropriate health and safety risk assessment, electrical equipment was not marked with the date of the last electrical test and regular fire alarm tests were not being completed in line with the practice's policy. We also found that uncollected prescriptions were not being reviewed and action taken in line with practice's policy.

We undertook a desk based review on 12 March 2018 and found that the provider had addressed most of these concerns. However the arrangements in place to assess risk were still not satisfactory. Consequently the practice remains rated as requires improvement for providing safe services.

Safe and appropriate use of medicines

At our last inspection we found that the practice was not reviewing uncollected prescriptions in accordance with frequency outlined in their practice policy. We also recommended that the practice purchase a second thermometer for their vaccine fridge.

At this inspection the practice provided an action plan and a practice policy for reviewing uncollected prescriptions which differed. The action plan stated that uncollected prescriptions would be reviewed monthly by the practice nurse and the policy stated that uncollected prescriptions would be reviewed weekly by a member of reception staff who would contact the patient and, if the prescription was not collected within 48 hours, would pass the prescription to a GP to review and take action if appropriate.

The practice submitted evidence that vaccine fridge temperatures were being monitored on a daily basis though there was no evidence that the practice had purchased a second failsafe thermometer or that the fridge thermometer was being calibrated on a monthly basis.

Track record on safety

At our last inspection we found that the provider had not undertaken an appropriate health and safety risk assessment, electrical equipment was not marked with the date of the last electrical test and regular fire alarm tests were not being completed in line with the practice's policy.

At this inspection we found that the practice had completed portable appliance testing in December 2017 and that fire drills were being undertaken on a monthly basis. However the general health and safety risk assessment provided dated June 2017 was not sufficiently detailed and did not assess all key areas of risk.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <p>The registered person did not have adequate systems and processes to assess, monitor, manage and mitigate risks to the health and safety of patients who use services as the risk assessment they had completed was light on detail and did not cover all areas of potential risk. The practice's processes for monitoring uncollected prescriptions were unclear. The practice had not adhered to Public Health England's protocols on storage of vaccines.</p> <p>This was in breach of regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p>