

# Triangle Surgery

## Inspection report

2 Broomhill Road  
Wandsworth  
London  
SW18 4HX  
Tel: 02088741700  
[www.trianglesurgery.co.uk](http://www.trianglesurgery.co.uk)

Date of inspection visit: 27 April 2022  
Date of publication: 14/07/2022

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

Requires Improvement



Are services safe?

Requires Improvement



Are services effective?

Requires Improvement



Are services caring?

Good



Are services responsive to people's needs?

Good



Are services well-led?

Requires Improvement



# Overall summary

We carried out an announced inspection at Triangle Surgery on 27 April 2022. Overall, the practice is rated as Requires Improvement.

Ratings for each key question:

Safe - Requires Improvement

Effective - Requires Improvement

Caring - Good

Responsive - Good

Well-led - Requires Improvement

Following our previous inspection on 20 February 2017, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Triangle Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive inspection due to a change in the provider's registration.

## 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/review 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:

- what we found when we inspected

# Overall summary

- 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 Requires Improvement overall**

We found that:

- 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.
- The way the practice was led and managed promoted the delivery of person-centre care.

We found a breach of regulation. The provider **must**:

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

(Please see the specific details on action required at the end of this report).

We also found that the provider **should**:

- Consider ways to log significant events and complaints to allow for themes to be identified and learning to be shared effectively.
- Continue to take action to improve uptake of childhood immunisations and cervical screening.
- Consider ways to identify more carers so their needs can be met.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

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 Triangle Surgery

Triangle Surgery is located in London at:

Unit 3 Triangle House

2 Broomhill Road, Wandsworth

London, SW18 4HX

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

The practice is situated within the South West London Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 4,700. This is part of a contract held with NHS England. Triangle Surgery is part of Wandsworth Wandle (PCN).

The practice is part of a wider network of GP Battersea Healthcare Federation.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh highest decile (seven 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 71% White, 12% Asian, 10% Black, 5% Mixed, and 2% Other.

The practice has a younger patient population than neighbouring practices.

The practice's clinical team consists of one GP, five locum GPs, two practice nurses, an advanced nurse practitioner and a pharmacist. The GPs are supported at the practice by a business manager, a deputy practice manager, a care coordinator and a team of reception/administration staff of 2. The team are also supported by a PCN manager and a PCN pharmacist.

The practice is open between 8am to 7pm Monday to Thursday and 8am to 8pm on Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided by NHS 111.

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 Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <ul style="list-style-type: none"><li>• The provider did not ensure they had a failsafe system in place for reviewing patients' test results prior to repeat prescribing.</li><li>• The provider did not ensure the correct recording of blank prescription stationary both when received and issued to clinicians, so that prescription stationary was accounted for and the risk to patients was minimised.</li></ul> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>