

Amersham Vale Practice

Inspection report

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Amersham Vale
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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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Amersham Vale Practice on 18 January 2019 as part of our inspection programme.

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 have rated this practice as good overall, and good for providing safe, effective, caring responsive and well led services.

We have rated the practice as good for providing effective care to people whose circumstances may make them vulnerable but outstanding for providing responsive care.

We have also rated it as good for providing effective and responsive care to older people, people with long term conditions, families, children and young people, working age people and people experiencing poor mental health.

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.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Leaders had the capacity and skills to deliver high-quality, sustainable care. They had a shared purpose, strived to deliver and motivated staff to succeed.

- Feedback from patients who used the service, those close to them and external stakeholders was continually positive about the way staff cared for patients.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.

We saw one area of outstanding practice:

- The practice had increased the flexibility of access to appointments for vulnerable patients. Those on the register of vulnerable patients were seen within an hour of attending the practice, or received an urgent call back. The practice provided a twice weekly outreach clinic, to those who were homeless/rough sleepers, at a support service for the homeless. Patients were provided with a 20 minute appointment that took account of both physical and any mental health needs.

Whilst we found no breaches of regulations, the provider **should:**

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Carry out regular water temperature recording and monitoring.
- Identify ways of increasing the percentage of children aged one year old who have completed a primary course of immunisation for Diphtheria, Tetanus, Polio, Pertussis, Haemophilus influenza type b.
- Identify ways of increasing the percentage of eligible women who receive cervical cancer screening.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Outstanding 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser.

Background to Amersham Vale Practice

Amersham Vale Practice provides primary medical services to approximately 12,300 patients within the Lewisham local authority area and is one of 39 practices in Lewisham clinical commissioning group (CCG). Information published by Public Health England rates the level of deprivation within the practice population group as third on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a large proportion of patients registered of working age; 76% are aged 18-64 compared to the CCG and national averages of 64% and 52% respectively. The practice has a lower than average number of patients over 65 at 4.6% compared with national average of 17.3%. Of the patients registered with the practice, 44% are White British, 7% are from mixed ethnic groups and 46% of Black African origin with the remaining 3% being of other races.

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

The practice provides a range of services including maternity care, childhood immunisations, chronic

disease management and travel immunisations and a number of enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, minor surgery, coil fitting, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.

The remainder of the practice team at Amersham Vale is made up of four salaried GPs, two independent prescribing nurses, three practice nurses, a practice manager, four administrative staff members and nine reception staff members.

The practice is a training practice for trainee GPs, and provides teaching to medical students. There are currently three GP Registrars at the practice.

The practice is open from 8am to 6.30pm on Tuesdays, Thursdays and Fridays and from 8am to 8pm on Mondays and Wednesdays. The practice has opted out of providing out-of-hours (OOH) services to their own patients and directs patients to the out-of-hours provider. The practice also shares the health centre premises with a GP led walk-in centre which is open seven days a week, between 8am-8pm, where they can direct patients if required.