

# The Clapham Family Practice

## Inspection report

89 Clapham High Street

Clapham

London

SW4 7DB

Tel: 02030496600

[www.theclaphamfamilypractice.co.uk](http://www.theclaphamfamilypractice.co.uk)

Date of inspection visit: 11 June 2021

Date of publication: 29/07/2021

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 effective?

Good



# Overall summary

We carried out a review of The Clapham Family Practice on 11 June 2021. Overall, the practice is rated as Good.

Safe - Good

Effective – Good

Caring - Good

Following our previous inspection on 3 December 2019, the practice was rated Good overall and for the key questions safe, caring, responsive and well-led. The practice was rated requires improvement for providing effective services and issued a requirement notice for Regulation 17 Good governance.

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

## Why we carried out this review

This was a focused review of information without undertaking a site visit to follow up on breaches of Regulation 17 Good governance:

At the last inspection we found:

- Child immunisation rates were below the World Health Organisation target.
- Cervical screening data were below the local and national averages.
- The provider did not ensure staff undertook the training appropriate to their role.
- The provider did not have a clear system in place for the management of significant events. They did not always discuss incidents at meetings and learning from significant events was not always shared with all relevant staff.

We also followed up on 'should' actions identified at the last inspection. Specifically:

- Continue with current staff recruitment drive to increase staffing levels and help improve staff satisfaction.
- Review procedures for the recording of meeting minutes.
- Review procedures in place for identifying carers so they are identified, and their specific needs can be met.
- Consider ways to improve uptake for childhood immunisations and cervical screening.
- Review procedures for the recording of induction procedures for new staff.

## How we carried out the review

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 reviews differently.

This review was carried out without visiting the location by requesting documentary evidence from the provider.

## Our findings

We found that:

# Overall summary

- The number of carers identified rose slightly; however, the practice did not identify any carers aged 18 or below.
- All staff had completed mandatory training.
- Significant events were being identified, recorded and discussed at team meetings.
- Staffing levels were adequate.
- Although action had been taken to improve performance in respect of childhood immunisations and cervical screening, uptake remained below the national average.

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

- Continue to monitor and improve childhood immunisations uptake to bring in line with the England average.
- Continue to monitor and improve cervical screening uptake to bring in line with the England average.
- Review procedures in place for identifying carers so they are identified, and their specific 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

## 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)	Requires Improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

## 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 The Clapham Family Practice

The Clapham Family Practice is located in London at:

89 Clapham High Street

Clapham

London

SW4 7DB

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

The practice offers services from both a main practice and a branch surgery. Patients can access services at either site.

The practice is situated within the South East London Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 22,000. This is part of a contract held with NHS England.

The practice population is in the fifth most deprived decile in England, although the practice has pockets of both high deprivation and affluence. The practice population of older people (65+) is below the CCG and significantly below the national average. The clinical team at the surgery is made up of four GP partners (three male and one female) and nine salaried GPs, two practice nurses, three healthcare assistants and two pharmacists. The non-clinical practice team consists of one practice manager and 13 administrative or reception staff members.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations.