

The Junction Health Centre

Inspection report

Unit 5-8
The Arches, Grant Road
London
SW11 2NU
Tel:

Date of inspection visit: 1 December 2021
Date of publication: 10/01/2022

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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection The Junction Health Centre on 1 December 2021. Overall, the practice is rated as Good.

Ratings for each key question:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous focused inspection on 29 November 2017, to follow up on concerns identified when we inspected on 16 March 2017 the practice was rated Good overall and good for providing safe and caring services.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Junction Health Centre on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection arising from significant changes to the structure of the provider and the services being provided.

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 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:

Overall summary

- 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.

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.
- Policies and procedures were monitored, reviewed and updated.
- 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.
- There was a clear leadership structure and staff felt supported by management.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There was evidence of quality improvement activity.

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

- Put systems in place to capture all potential learning and improvements to services arising from informal complaints.
- Continue to consider ways to improve uptake for childhood immunisations and cervical screening.
- Continue to consider ways to identify carers so that they can receive the necessary care and services.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

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 The Junction Health Centre

The Junction Health Centre is located in London at:

The Junction Health Centre

Arches 5-8, Clapham Junction Station,

5-8 Grant Road,

London,

SW11 2NU

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 family planning services.

The practice is situated within the South West London Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 8,300 and is signed up to a number of local and national enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract).. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, including the Wandsworth Primary Care Network (PCN) and Battersea GP Federation.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth highest decile (six 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 69% White, 16% Black, 7% Asian, 6% Mixed, and 2% Other. The practice has greater number of working age patients compared to local and national averages and lower numbers of children and older people compared to local and national averages.

The practice team currently consists of a female lead GP, two salaried GPs and three self-employed GPs (totalling 2.5 clinical sessions per week), two advanced nurse practitioners, a practice nurse and a healthcare assistant. A clinical pharmacist and a social prescriber are allocated to the practice from the PCN. The clinical team are supported by a senior service manager, a service delivery manager, an admin manager and four patient service advisors. The practice also uses bank staff when required.

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. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the GP practice.

The practice is open between 8am and 8pm seven days per week. The practice offers booked and emergency appointments for registered patients as well as booked appointments for those who are not registered at the practice but live in Wandsworth.

Extended access is provided locally by the GP hub, where patients can be seen between 8am-8pm by appointment only. Out of hours services are provided by NHS 111.