

Tudor Lodge Health Centre

Inspection report

8c
Victoria Drive
London
SW19 6AE
Tel:

Date of inspection visit: 30 September 2022 - off site
review
Date of publication: 06/10/2022

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



Overall summary

We carried out an announced review of Tudor Lodge Health Centre on 30 September 2022.

Following our previous inspection on 5 August 2021, there were areas we said the provider should improve. The practice was rated as good overall and for all key questions, except for safe which was rated as requires improvement.

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

This was a focused review of information, without undertaking a site visit, to follow up on the safe key question and areas we recommended the practice should improve at our previous (5 August 2021) inspection.

We based our judgement of the quality of care at this service on a combination of:

- What we found when we carried out our review;
- information from our ongoing monitoring of data about services; and
- information from the provider, patients, the public and other organisations.

We have rated the practice as **good** overall.

We rated the practice as **good** for providing safe services because:

- Where required, staff who administered prescription only medicines had Patient Group Directions authorisations in place.
- Systems and processes for the storage of emergency medicines were appropriate and regularly reviewed.
- There were appropriate arrangements for the safe management of clinical waste.
- Changes made within the practice were reflected in the practices policies that were regularly updated.
- There was a system of oversight and management to ensure staff completed required training relevant to their roles, and to consider the learning and development needs of staff.
- The provider had continued to consider ways to improve uptake for cervical screening and childhood immunisations.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who had access to a GP specialist adviser.

Background to Tudor Lodge Health Centre

Tudor Lodge Health Centre is located at: 8C Victoria Drive, London, SW19 6AE. The practice operates from the ground floor of a two-storey purpose-built premises (the first floor is used by local NHS community services). Car parking is available on site and on the surrounding streets. The practice has access to seven clinical rooms and two non-clinical rooms.

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 10,100. This is part of a contract held with NHS England. The practice is part of Prime Wandsworth Primary Care Network.

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

The practice's clinical team consists of two GP partners, five salaried GPs, two nurses and two HCAs. The clinical team are supported by a full-time practice manager and a team of reception and administrative staff. The managing partner and practice manager are based at the main location to provide managerial oversight.

The practice is open:

- Monday 8am to 8pm.
- Tuesday to Friday 8am to 6.30.
- Saturday 9am to 12pm.

Appointment times are:

- Monday 8am to 2pm, and 3pm to 8pm.
- Tuesday to Friday 8am to 2pm, and 3pm to 6.30pm
- Saturday 9am to 12pm.

Patients are directed to the local out of hours service provider, or NHS 111 when the practice is closed.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth least deprived decile (six of 10) in England. The lower the decile, the more deprived the practice population is relative to others.