

# Lambton Road Medical Partnership

## Quality Report

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Date of inspection visit: 23 October 2017

Date of publication: 30/11/2017

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 service

Good 

Are services safe?

Good 

# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Lambton Road Medical Partnership on 12 April 2016. The overall rating for the practice was good. However, the practice was rated as requires improvement for providing safe services. This was because not all staff had received timely access to mandatory training specifically safeguarding training, fire safety training and basic life support training.

A further announced desk-based focused inspection was carried out on 14 December 2016 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous comprehensive inspection on 12 April 2016. During the desk-based inspection we found that safeguarding training and fire training were still not up to date for some staff. Consequently, the practice was still rated as requires improvement for providing safe services.

The full comprehensive report and desk-based focussed inspection report can be found by selecting the 'all reports' link for Lambton Road Medical Partnership on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 23 October 2017 to confirm that the

practice had carried out their plan to meet the legal requirements in relation to the breach in regulation 17 that we identified in our previous inspection on 14 December 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good. Specifically the practice was now found to be good for providing safe services.

Our key findings were as follows:

- Of 50 staff training records checked, 47 members of staff had undertaken annual basic life support training. Three members of staff had training booked for November 2017.
- All 50 staff members had undertaken the appropriate level of safeguarding children's training.
- All staff members had undertaken the appropriate level of safeguarding adult's training.
- All staff had completed annual fire training apart from one locum GP.
- All staff had completed annual infection control training apart from one locum GP.
- All staff had completed annual information governance training apart from two locum GPs.

# Summary of findings

- Five members of clinical staff had received training in the Mental Capacity Act; however shortly following the inspection the remaining 16 clinical staff had undertaken online MCA training apart from 2 locum GPs.
- The practice had put in place a new procedure to monitor staff training records.
- Since the previous inspection the practice had installed a new telephone system with an automated appointment system, which was being regularly audited.

- Since the previous inspection the practice had increased reception staffing by two additional full-time roles.

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Keep records of assurance of mandatory training for temporary staff including locum GPs.

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

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

During the inspection on 23 October 2017, we found that the practice had addressed the issues found at the previous desk-based inspection on 14 December 2016. As a result, the practice is now rated as good for providing safe services.

All 48 permanent staff members had completed mandatory training or had training booked for basic life support, fire safety, infection control, safeguarding children, safeguarding adults and information governance. Most clinical staff had not undertaken Mental Capacity Act training on the inspection day, however we saw evidence that face to face training had been booked and online training was undertaken for all clinical staff shortly after the inspection. The practice had improved their systems for monitoring training records for staff, however they did not have assurance of all mandatory training for two locum GPs.

Good



# Lambton Road Medical Partnership

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Lambton Road Medical Partnership

Lambton Road Medical Partnership provides primary medical services in Merton to approximately 17600 patients and is one of 23 practices in Merton Clinical Commissioning Group (CCG).

The practice population has grown steadily from 14000 patients in 2013, when two local practices merged to form Lambton Road Medical Partnership. The practice population is in the least deprived decile in England. The practice population has a lower than average representation of income deprived children and older people. The practice population of children and the number of older people registered at the practice is in line with local and national averages. The practice population of those of working age is also in line with local and national averages at 67%, however of those of working age, specifically patients between the ages of 30-44 are higher than local and national averages. Of patients registered with the practice, approximately 80% are White or White British, 14% are Asian or Asian British and 6% are Black or Black British.

The practice operates from purpose built health centre that opened in 2013. The Practice is based on the first floor with lift access. All consulting rooms and patient areas are

wheelchair accessible. The practice has access to 12 doctors' consultation rooms, four nurses' consultation rooms and one treatment room. The practice also has some administrative offices on the second floor.

The practice team at the surgery is made up of seven partners; however three partners provide clinical sessions at the practice. Two of the partners are part time female GPs and one partner is a part time male GP. There are 11 part time female salaried GPs and two part time male salaried GP. There are also two locum GPs employed at the practice. The total number of GP sessions per week is 54. The nursing team consists of four part time female practice nurses and one part time male practice nurse. The non-clinical team includes a practice manager and an assistant practice manager supported by an office manager, five administrative staff and 18 reception staff members. The practice team also includes an IT support worker and a pharmacist who work between Lambton Road Medical Partnership and another provider organisation linked to the partnership in a neighbouring CCG.

The practice operates under a Personal Medical Services (PMS) contract, 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). The practice is a training practice for trainee GPs and provides teaching for medical students.

The practice reception and telephone lines are open from 8am to 8pm Monday to Thursday, 8am to 6.30pm on Friday and 9am to 1pm on Saturday. Appointments are available between 8.30am and 12pm every morning and 3pm and 5.30pm every afternoon. Extended hours surgeries are

# Detailed findings

offered from 6.30pm to 8pm Monday to Thursday and 9am to 1pm on Saturday. The practice has opted out of providing out-of-hours (OOH) services to their own patients between 6.30pm and 8am and at weekends and directs patients to the out-of-hours provider for Merton CCG.

The practice is registered as a partnership of seven partners with the Care Quality Commission to provide the regulated activities of diagnostic and screening services, family planning services, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures. The seven partners are also registered with the Care Quality Commission as another provider organisation to provide regulated activities in another CCG area and the two partnership organisations are linked.

## Why we carried out this inspection

We undertook a comprehensive inspection of Lambton Road Medical Partnership on 12 April 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall and they were rated as requires improvement for providing safe services. A requirement notice was issued in relation to a breach of regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We undertook a follow up desk-based focused inspection of Lambton Road Medical Partnership on 14 December 2016. This inspection was carried out to review in detail the actions taken by the practice since the comprehensive

inspection. The practice was rated as good overall, however they remained rated as requires improvement for providing safe services. A requirement notice was issued in relation to a breach of regulation 17.

The full comprehensive report following the inspection on 12 April 2016 and the desk-based report following the inspection on 14 December 2016 can be found by selecting the 'all reports' link for Lambton Road Medical Partnership on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Lambton Road Medical Partnership on 23 October 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

We carried out an announced focused inspection of Lambton Road Medical Partnership on 23 October 2017.

During our visit we:

- Spoke with the practice manager and lead GP about changes made in the practice.
- Reviewed systems in place for monitoring staff training requirements.
- Reviewed updated policies and procedures relating to staff training requirements.
- Reviewed mandatory training records of 50 members of staff including new staff recruited to the practice.

# Are services safe?

## Our findings

At our previous inspection on 12 April 2016, we rated the practice as requires improvement for providing safe services due to staff not receiving timely access to mandatory training specifically safeguarding training, fire safety training and basic life support training. Basic life support training was up to date when we undertook a follow up desk based inspection on 14 December 2016; however, safeguarding training and fire safety training for two clinical members of staff were still not up to date. Consequently, the practice was rated as requires improvement for providing safe services.

During the inspection on 23 October 2017, we found that the practice had addressed the issues identified at the previous inspection. Most clinical staff completed Mental Capacity Act training shortly following the inspection. As a result, the practice is now rated as good for providing safe services.

### Overview of safety systems and process

The practice had put in place a new procedure to monitor staff training records. Due to the large number of staff employed, the practice had implemented a system whereby calendar alerts had been set up for all staff, so that they received an alert one month prior to their training due dates. The practice also recorded latest training dates on a training log. Each staff member's paper record had a front sheet with mandatory training dates recorded and a copy of all training certificates included. The practice also kept records of training for locum staff employed.

We reviewed training records for all 50 members of staff. We found that all 50 staff members had undertaken the appropriate level of safeguarding children's training. GPs were trained to Child Protection level 3, nurses were trained to level 2 and non-clinical staff were trained to level 1. We reviewed the practice policy which detailed that all staff were to complete annual updates online to their required level with face to face training every three years.

All staff members had undertaken the appropriate level of safeguarding adult's training. It was practice policy that all staff completed annual updates online.

All staff apart from one locum GP had completed annual infection control training and a practice nurse, who was the infection control lead, had undertaken more detailed infection control lead training.

We found that all staff had completed annual information governance training apart from two locum GPs.

Five members of clinical staff had received training in the Mental Capacity Act; however we saw evidence that the practice had planned face to face training for all clinical staff in December 2017. Following the inspection, the practice provided timely evidence that the remaining 16 clinical staff had undertaken online MCA training apart from 2 locum GPs.

### Monitoring risks to patients

All staff had completed annual fire training apart from one locum GP.

### Arrangements to deal with emergencies and major incidents

Of 50 staff training records checked, 47 members of staff had undertaken annual basic life support training. Three members of staff had training booked for November 2017. Two of these staff members were recently employed into non-clinical roles and were awaiting the next face to face training. The practice had completed a risk assessment for both staff to ensure that they were always working with trained clinical and non-clinical staff in the event that an emergency were to arise.

We saw evidence that a face to face basic life support training course had been booked at the practice for November 2017.