

# Lakeside Medical Practice

## Inspection report

Yarnton Way  
Thamesmead  
London  
SE2 9LH

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

Date of inspection visit: 16/01/2019






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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

Outstanding 

Are services safe?	Good 
Are services effective?	Good 
Are services caring?	Outstanding 
Are services responsive?	Outstanding 
Are services well-led?	Outstanding 

# Overall summary

We carried out an announced comprehensive inspection at Lakeside Medical Practice on 16 January 2019 as part of our inspection programme. We previously carried out an announced comprehensive inspection at Lakeside Medical Practice on 8 September 2015.

Overall the practice was rated as good. It was rated as outstanding for providing caring services. The relevant reports can be downloaded from

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 outstanding 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.

The practice should continue to monitor and take action to improve the immunisation rates for children aged two.

We rated the practice as **outstanding** for providing caring services because:

- Feedback from patients was consistently positive.
- There was a strong person-centred culture.

We rated the practice as **outstanding** for providing responsive services because:

- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.

- There were innovative approaches to providing integrated person-centred care.
- The practice had identified areas where there were gaps in provision locally and had taken steps to address them.

We rated the practice as **outstanding** for providing well-led services because:

- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.

We saw several areas of outstanding practice including:

- The practice had a partnership with a local charity and a housing association, called Positive Steps Thamesmead. This provided a very wide range of social prescribing. It provided support to patients and non-patients alike in areas such as housing immigration and debt.
- Reception staff at the practice provided drinks and snacks for homeless patients and invited these people to sit inside, away from extreme weather. They were able, for example, to charge their mobile telephones at the practice.
- There was a Patient Liaison Officer who was in regular contact with patients who were deemed to be particularly vulnerable.
- The practice used technology innovatively, there was a tablet computer in reception so patients contact their GP or access other electronic practice services. The practice had obtained tablet computers for two homes for elderly patients to improve communication.
- The practice had set up a sexual health clinic in direct response to the lack of such provision in the area. It was open to patients and non-patients alike.

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

## Population group ratings

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

## Our inspection team

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

## Background to Lakeside Medical Practice

The Lakeside Medical Practice is located at Yarnton Way, Thamesmead, London SE2 9LH

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

Lakeside Medical Practice is situated within the NHS Bexley CCG and provides services to approximately 16,400 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of five GPs, three male and two female. The practice was registered with the CQC in April 2013. *There are four nurses, two nurse practitioners and three healthcare assistants. The clinical staff are support by a team of reception and administrative staff.*

The practice age profile is different to that nationally. There are approximately 50% more young families with children than nationally. There are approximately 50% fewer patients aged between 65 and 84 years of age. The number of patients aged 85 and over is one third of that nationally. Unemployment is approximately 50% higher than the national average. The National General Practice Profile states that 50% of the practice population are white, 35% are black, 9% are Asian the remainder being of mixed race or other. There is a high level of immigration from eastern European countries. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten, where one represents the highest levels of deprivation. The area has the highest incidence of HIV in England at 16 per 1000 compared with the national average of 2 per 1000. Male life expectancy is 79 years which is the national average. Female life expectancy is 82 years which is one year less than the national average.