

# The Lordship Lane Surgery

## Inspection report

417 Lordship Lane  
East Dulwich  
London  
SE22 8JN  
Tel: 02086932912

Date of inspection visit: 19 April 2021  
Date of publication: 30/06/2021

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		Requires Improvement	
Are services safe?		Requires Improvement	
Are services effective?		Requires Improvement	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Requires Improvement	

# Overall summary

We carried out an announced inspection at The Lordship Lane Surgery on 19 April 2021. Overall, the practice is rated as Requires Improvement.

## Ratings for each key question

Safe - Requires Improvement

Effective - Requires Improvement

Caring - Good

Responsive - Good

Well-led - Requires Improvement

Following our previous inspection on 11 February 2020, the practice was rated Requires Improvement overall and Good for the Caring and Responsive key questions:

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

## Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on the warning notice, requirement notice, and advisory points which had been identified during our inspection in February 2020.

This inspection focused on the following key questions: Safe, Effective, Caring, Responsive, and Well-led.

## 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 remote clinical searches on the practice's patient records system and discussing findings with the provider
- Remotely reviewing a selection of patient records to identify issues and clarify actions taken by the provider
- Requesting documentary evidence from the provider
- A short site visit

# Overall summary

A visit of The Lordship Lane Surgery was undertaken on 19 April 2021. The inspection included a review of a selection of patient records on 14 and 15 April 2021.

## Our findings

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 Requires Improvement overall.

We found that:

- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation in most respects. However, the practice had not undertaken required monitoring for one patient prescribed one high-risk medicine.
- The practice did not stock one recommended emergency medicine.
- Although the practice had processes in place to respond to safety alerts, they were not always effective.
- The practice had not met targets for childhood immunisations and certain types of screening.
- The practice had above average exception reporting for patients with some long-term conditions.
- Staff told us that staffing levels could be improved.
- The practice did not have a room designated for breastfeeding or baby changing facilities.
- Although staff confirmed on a checklist that cleaning had been completed on each specific day, the checklist did not confirm which areas had been cleaned.
- Patients received effective care and treatment that met their needs.
- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care in most cases.

The areas where the provider **must** make improvements as they are in breach of regulations are:

- Ensure care and treatment is provided in a safe way to patients. Systems or processes must be established and operated effectively to ensure compliance with the requirements of the fundamental standards as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The areas where the provider **should** make improvements are:

- Make baby changing facilities available to service users.
- Review emergency medicines held by the practice and conduct a risk assessment for those considered not to be required.
- Review staffing levels so services can be delivered effectively.
- Introduce a cleaning schedule to confirm which areas of the practice have been cleaned.
- Continue to monitor and Improve cervical screening uptake to bring in line with the England average.

# Overall summary

- Continue to monitor and improve uptake of childhood immunisations to bring in line with the WHO based national target.
- Continue to monitor Personalised Care Adjustments (PCA) rates ensuring the practice is exploring all possible options to engage with patients.

**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	Requires Improvement	
Families, children and young people	Requires Improvement	
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 with another CQC inspector. 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 Lordship Lane Surgery

The Lordship Lane Surgery in London at:

417 Lordship Lane

East Dulwich

London

SE22 8JN

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

The practice offers services from a single location.

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 5255. This is part of a contract held with NHS England.

The practice is part of Dulwich Primary Care Network which includes four other neighbouring GP practices.

Information published by Public Health England report deprivation within the practice population group as 5 on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The practice caters for a high proportion of patients experiencing a long-standing health care condition, 54% compared to a national average of 53%).

The practice has a higher percentage of unemployed people compared to the national average (13% compared to 4%). The average male and female life expectancy for the CCG area and the practice is in line with the national average for both males and females. The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compare to females.

The staff team at the practice consists of two full time male GPs, one female GP, a male practice manager, two-part time female practice nurses, two administrators/receptionists. The service is provided from this location only.

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.

Extended access is provided locally by Tessa Jowell health centre, where late evening and weekend appointments are available. Out of hours services are provided by Seldoc Healthcare.