

# South Norwood Hill Medical Centre

## Inspection report

103 South Norwood Hill  
London  
SE25 6BY  
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[www.southnorwoodhillgp.org.uk](http://www.southnorwoodhillgp.org.uk)

Date of inspection visit: 11 Mar 2020  
Date of publication: 21/04/2020

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?

Good



Are services well-led?

Good



# Overall summary

We carried out a comprehensive inspection of this service (South Norwood Hill Medical Centre) on 11 March 2020 following our annual regulatory review of the information available to us including information provided by the practice. This inspection was scheduled to ascertain if the changes the provider had made since coming out of special measures had been sustained.

The provider was rated overall as good during our last inspection in February 2018.

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 and requires improvement for population groups: families, children and young people; working age people and people whose circumstances make them vulnerable.**

We found that:

- The systems and processes in place to keep patients safe required improvement. For example, the practice did not have a robust system in place for monitoring patients on high-risk medicines.
- Patients received effective care and treatment, although the uptake for childhood immunisations and cervical screening were below average and patients with a learning disability were not routinely offered an annual health check.

- Staff dealt with patients with kindness and respect and patients we spoke to indicated that they were involved in decisions about their care.
- The practice organised and delivered services to meet patients' needs.
- The provider knew the challenges they were facing and had plans to address them.

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

- Ensure that care and treatment is provided in a safe way.
- Ensure that care and treatment meet the needs of patients.

(Please see the specific details on action required at the end of this report).

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

- Review antibiotic prescribing for uncomplicated urinary tract infection.
- Consider ways to improve uptake for cervical screening.
- Review staffing levels in response to staff feedback.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</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. The team included a GP specialist advisor.

## Background to South Norwood Hill Medical Centre

South Norwood Hill Medical Centre provides primary medical services from 103 South Norwood Hill, London SE25 6BY to approximately 7,100 patients and is one of 48 practices in Croydon Clinical Commissioning Group (CCG). The practice website can be accessed through <https://www.southnorwoodhillgp.org.uk/>

The clinical team at the practice is made up of one full-time male GP and one part-time female GP, three salaried GPs (one male full-time and one male and female part-time), a long-term male part-time locum GP, two part-time female practice nurses and two part-time female phlebotomists. The non-clinical team at the practice is made up of a practice manager, reception manager and 10 administrative and reception staff members.

The practice population is in the fourth more deprived decile in England. The practice population of children is below the CCG and national averages and the practice population of working age people is above CCG average and significantly above the national averages. The practice population of older people is similar to the CCG average and significantly below the national average.

The practice is registered as an individual with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 9 HSCA (RA) Regulations 2014 Person-centred care  The provider had not ensured care and treatment met the needs of patients.  The provider did not ensure medicines reviews were regularly undertaken for patients.  The provider did not ensure all patients with learning disability received a regular health check.  Uptake for childhood immunisations was significantly below target.
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 CQC (Registration) Regulations 2009 Statement of purpose  The provider had not ensured that care and treatment is provided in a safe way.  The provider did not ensure there was a clear system in place to monitor patients on high-risk medicines.  The provider did not ensure immunisation records for non-clinical staff were maintained.