

Balham Park Surgery

Inspection report

236 Balham High Road

Balham

London

SW17 7AW

Tel: **020 8772 8772**

www.balhamparksurgery.co.uk


Date of inspection visit: 5 February 2019

Date of publication: 18/03/2019

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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

This practice is rated as Good overall. (Previous inspection – 18 March 2015: Rating Good)

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Balham Park Surgery on 5 February 2019 as part of our inspection programme.

At this inspection we found:

- The practice had clear systems to manage risks to patients and staff. When incidents occurred, the practice learned from them and improved their processes.
- The practice proactively monitored the effectiveness and appropriateness of the care it provided to ensure treatment was appropriate.
- Staff involved and treated patients with compassion, kindness, dignity and respect.

- Patients found the appointment system easy to use and reported that they could access care when they needed it.
- The practice continuously reviewed the needs of its patient population and adapted processes to improve services for its population.

We found area of outstanding practice:

- The practice offered every complainant a survey to gain insight into their experience of making a complaint and receiving a response. Complainants were also invited to join the patient liaison group to provide additional feedback and patient perspective.

There were areas where the provider should consider making improvements:

- Review recall and monitoring processes regarding follow up care actions as part of existing clinical governance and assurance systems. This should include diabetes, child immunisations, cervical screening and medication reviews.

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

Population group ratings

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

Our inspection team

The inspection team consisted of a GP specialist adviser and a lead inspector.

Background to Balham Park Surgery

Balham Park Surgery is located at 236 Balham High Road Balham, London, SW17 7AW

- The practice premises are purpose built and provide adequate accessibility for patients with limited mobility.
- The practice has 13.4 whole time equivalent (WTE) GPs. The nursing team consists 7.4 WTE staff. There is a mixture of female and male clinical staff. The clinical staff are supported by an administrative team led by the practice manager partner.
- The practice is open between 7am and 8.30pm Monday to Thursday and from 8am to 6.30pm Friday.

Extended hours appointments were also available on Saturday mornings from 9am to 11.30am. There was also a local primary care hub available for patients to attend if no extended hours appointments were available.

- The practice does not offer out of hours treatment for their patients instead referring patients to the NHS 111 service.
- The practice is registered to provide Diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease disorder and injury.