

# Dr Durston & Partners

## Inspection report

17 Camberwell Green  
London  
SE5 7AF  
Tel: 020 7358 5750  
www.camberwellgreensurgery.nhs.uk

Date of inspection visit: 19 December 2019  
Date of publication: 28/02/2020

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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focussed inspection at Dr Durston & Partners on 19 December 2019 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change (either deterioration or improvement) to the quality of care provided since the last inspection in November 2018.

This inspection focused on the following key questions:

- Are services effective?
- Are services well led?

Because of the assurance received from our review of information, we carried forward the ratings for the following key questions:

- Are services safe? (Good)
- Are services caring? (Good)
- Are services responsive? (Good)

At our last inspection in November 2018, we noted areas where the practice must make improvements as they were in breach of regulation. This meant that the practice was required to ensure effective systems and processes were in place so as to ensure good governance in accordance with the fundamental standards of care.

We also noted some areas where the practice should make improvements. These were:

- Monitor the improvements made to ensure that they are consistently embedded. For example, continue to monitor infection prevention measures to keep patients safe.
- Continue to promote and monitor patient feedback.
- Continue to keep staffing levels under review to ensure staff welfare and safe care and treatment for patients.
- Review appropriateness of treatment rooms and activities carried on within them.
- Continue with work aimed at identifying patients with caring responsibilities to be able to provide appropriate support and signposting.

At this inspection, we saw evidence that all the above areas had been addressed and improvements made.

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 provided the practice with Care Quality Commission feedback cards prior to the inspection and we received 14 completed cards. Patients were extremely positive about their experiences, practice staff and the care and treatment they received.

We have rated this practice as **good** overall, **good** for providing effective and well led services and **good** for all population groups except for Families, children and young people because:

- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment.
- Staff worked together and with other organisations to deliver effective care and treatment.
- There was compassionate, inclusive and effective leadership at all levels. This included working with and supporting the practice Patient Participation group (PPG).
- The practice had a clear vision and set of values that prioritised quality and sustainability.
- The practice had a culture that drove high quality sustainable care.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There were clear and effective processes for managing risks, issues and performance.

We have rated the population group of Families, children and young people as requires improvement due to low childhood immunisation figures.

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

- Continue to monitor and engage with parents about childhood immunisation to increase uptake.

# Overall summary

- Continue to review arrangements to improve the uptake of cervical screening.

**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>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</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 advisor.

## Background to Dr Durston & Partners

Dr Durston & Partners 17 Camberwell Green, London, SE5 7AF is located within the Southwark local authority and is one of 38 practices serving the NHS Southwark Clinical Commissioning Group (CCG) area.

Dr Durston & Partners (also known as Camberwell Green Surgery) is an urban practice and provides general medical services to approximately 10,300 patients.

The practice has a comparable proportion of registered patients (74.4%) who are of working age when compared to the CCG average of 73.6% but a much higher proportion when compared to the national average of 62%. It has a lower percentage (8.3%) of elderly patients over 65 years of age when compared to the national average of 17.3%.

The premises comprise a Grade II listed building (a converted former bank), which offers clinical services over 3 floors plus one admin floor.

Information published by Public Health England rates the level of deprivation within the practice population group as third on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is led by two male GP partners who are contracted to provide medical services under a Personal Medical Services (PMS). PMS contracts offer local flexibility compared to the nationally negotiated General Medical Services (GMS) contracts by offering variation in the range of services which may be provided by the practice, the financial arrangements for those services and the provider structure. They are also registered with the CQC for the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The Partners are supported by one salaried GP, two long term locum GPs, one Physicians Associate, two advanced nurse practitioners, three practice nurses and two healthcare assistants (HCAs).

For non-clinical activities, the Partners are supported by a practice manager, an Admin\IT Manager, a reception manager and twelve additional admin and reception staff.

Out of hour's services are not provided as these are provided by NHS 111 whose contact details are available in the practice and on the website.