

# Tudor Lodge Health Centre

## Inspection report

8c  
Victoria Drive  
London  
SW19 6AE  
Tel:

Date of inspection visit: 05 August 2021  
Date of publication: 07/09/2021

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

Good



Are services safe?

Requires Improvement



Are services effective?

Good



Are services well-led?

Good



# Overall summary

We carried out an announced focused inspection at Tudor Lodge Health Centre on 5 August 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Requires Improvement

Effective - Good

Well-led - Good

Following our previous inspection on 11 December 2019, the practice was rated Requires Improvement overall and requires improvement for providing safe and effective services.

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

## Why we carried out this inspection

This inspection was a focused inspection to follow up on breaches of Regulation 12 Safe care and treatment and Regulation 19 Fit and proper persons employed.

At the previous inspection we found:

- Arrangements to keep people safeguarded from abuse, manage medicines and ensure staff had completed necessary training were not consistently implemented.
- The practice had failed to carry out, seek and retain evidence of satisfactory evidence of conduct in previous employment concerned with the provision of services relating to (a) health or social care, (b) children or vulnerable adults.

We also followed up on areas we identified the practice should improve at the last inspection. Specifically:

- Continue to improve outcomes for patients with diabetes and uptake of learning disability health checks, immunisations and screening.
- Develop governance processes to ensure training is completed and documented, complaints management is fully documented, and that governance documentation is complete and clear, including arrangements for whistleblowing.

## How we carried out the inspection/review

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.

# Overall summary

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## 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 Good overall and good for all population groups except Families, children and young people, which we have rated as requires improvement.**

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.
- 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.
- There was a clear leadership structure and staff felt supported by management.
- The practice proactively sought feedback from patients, which it acted on.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There was evidence of quality improvement activity.

Whilst we found no breaches of regulations, the provider **should**:

- Ensure that all staff who administer and/or supply prescription only medicines have appropriate authorisation, and this is correctly documented in the form of Patient Group Directions.
- Ensure that systems and processes for the storage of emergency medicines are regularly reviewed and clinical waste is properly disposed of in line with guidance.
- Ensure that changes made within the practice are reflected in the practices policies and updated regularly.
- Continue to ensure that staff complete required training relevant to their roles and consider the learning and development needs of staff.
- Continue to consider ways to improve uptake for cervical screening and childhood immunisations.

**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  | Good                 |  |
| Families, children and young people                                     | Requires Improvement |  |
| 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

Our inspection team was led by a CQC lead inspector and a second CQC inspector, who spoke with staff using video conferencing facilities and undertook a site visit. 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 Tudor Lodge Health Centre

Tudor Lodge Health Centre is located at: 8C Victoria Drive, London, SW19 6AE

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

The practice is situated within the South west London Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 9500. This is part of a contract held with NHS England. The practice is part of Wandsworth Prime Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth least deprived decile (six of 10) in England. The lower the decile, the more deprived the practice population is relative to others.

The practice operates from the ground floor of a two-storey purpose-built premises (the first floor is used by local NHS community services). Car parking is available on site and on the surrounding streets. The practice has access to seven clinical rooms and two non-clinical rooms.

The practice's clinical team consists of two GP partners, five salaried GPs, two nurses and two HCAs who also have receptionist responsibilities. The GPs are supported at the practice by a team of reception/administration staff of eight. The managing partner and practice manager are based at the main location to provide managerial oversight.

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 at the surgery.

Extended access is provided locally by NHS walk-in centre at St. George's Hospital where late evening and weekend appointments are available. An enhanced Primary Care Hub is also available at Queen Mary's Hospital for urgent and routine appointments for Wandsworth residents. Out of hours services are provided by NHS 111.