

Ferryview Health Centre GP Surgery

Inspection report

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Date of inspection visit: 4 December 2019
Date of publication: 07/02/2020

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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of Ferryview Health Centre 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 change to the quality of care provided since the last inspection.

This inspection focused on the key questions effective, responsive and well-led.

Because of the assurance received from our review of information we carried forward the ratings for the key questions safe and caring.

We rated the practice as good overall with the following key question ratings:

Effective – requires improvement

Responsive – good

Well-led – good

Three of the six population groups were rated good. People with long-term conditions; people experiencing poor mental health, and working age were rated requires improvement.

The practice had previously been inspected in August 2016 and had been rated as good overall and in all the key questions.

The reports of all the previous inspections of Ferryview Health Centre GP Surgery can be found by selecting the 'all reports' link for Ferryview Health Centre GP Surgery on our website at .

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 and the public.

We rated the practice as **requires improvement** for providing effective services because:

- Two patients prescribed a medicine that required monitoring had not been appropriately managed.

Additional findings:

- Staff were appropriately trained to carry out their duties effectively.

- Quality improvement activity demonstrated improved for patients

We rated the practice as **good** for providing a responsive service because:

- The practice had reviewed the needs of the population and responded accordingly.
- Feedback from patients led to a new telephone system, and complaints were responded to appropriately and within the practice's timeframe.
- People's concerns and complaints were listened and responded to and used to improve the quality of the service.

We rated the practice as **good** for providing a well-led service because:

- The leadership, management and governance of the practice promoted the delivery of high-quality and person-centred care, supported learning and innovation, and promoted an open and fair culture.
- Leaders understood the challenges to quality and sustainability and could identify the actions needed to address them.
- There was a clear vision and credible strategy to deliver high-quality sustainable care to people, and robust plans in place to deliver the strategy.
- Arrangements with partners and third-party providers were governed and managed effectively to encourage appropriate interaction and promote coordinated, person-centred care.

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

Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care

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

- Take action to improve the practice's outcomes in QOF and NHS England's performance indicators.
- Improve the practice's use of complaints to drive continuous improvement.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Overall summary

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	Good 
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)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector accompanied by a GP specialist adviser.

Background to Ferryview Health Centre GP Surgery

Ferryview Health Centre (Valentine Health Partnership) is based in large purpose-built premises at Ferryview Health Centre, 25 Wilson Street London SE18 6PZ. The property is located near to the town centre of Woolwich and very close to the Woolwich Ferry terminus. The partnership was involved in the development of the premises which they moved into in 1999. The premises are owned by a separate partnership formed by several past and present partners. It is managed by the current GP partnership. The premises include 20 consultation rooms, several administration offices, meeting rooms and a large reception and waiting area.

Several health-related external services also rent accommodation in the health centre.

The practice has one branch surgery which was acquired through the absorption of another practice. Holburne Road Surgery at 201-203 Holburne Road London, SE3 8HQ is 2.5 miles from Ferryview Health Centre.

Both premises are located in the Royal Borough of Greenwich and were visited as part of this inspection. Greenwich Clinical Commissioning Group (CCG) is responsible for commissioning health services for the locality.

The practice has 26000 registered patients. The practice age distribution is higher than the national average for

patients in the 0 to 18 years of age groups and lower than the national average for the 65+ age group. The surgery is based in an area with a deprivation score of 3 out of 10 (1 being the most deprived and 10 being the least deprived).

Ferryview Health Centre is registered with the CQC as a Partnership (Valentine Health PMS). The practice is registered to provide the regulated activities of family planning; surgical procedures; maternity and midwifery services; treatment of disease, disorder and injury and diagnostic and screening procedures. Services are delivered under a Personal Medical Services (PMS) contract.

Ferryview Health Centre has been a training practice since 1999, providing training for GP Registrars each year. (A GP Registrar is a qualified doctor who is training to become a GP through a period of working and training in a practice. They are closely supervised by a senior GP trainer).

Services are provided by the following staff:

Management team: 3 members

General administration and organisation development officer: 2

Clinical administrator and data and clinical assistants: 11 (8.44 wte)

Receptionists: 11

Prescriber and specialist nurses:5 (2.68 wte)

Practices nurses: 6 (2.83 wte)

Healthcare assistant: 1 (0.72 wte)

Paramedic: 1 (0.90 wte)

Pharmacists: 2 (1 wte)

Salaried GPs: 9 (5.50 wte)

GP Partners: 7 (5.81 wte)

GP Registrars: 3 (2.50 wte)

Housekeeping: 5

The Ferryview Health Centre practice reception is open from 8am to 8pm Monday to Thursday, 8am to 6.30pm on Fridays and from 9am to 3pm on Saturday. Urgent

appointments with a GP are available through the walk-in session at Ferryview Health Centre between 8am and 11am (or until the cap is reached) Monday to Friday. Pre-bookable appointments are available with a GP or Nurse Practitioner at Ferryview Health Centre from 8am to 8pm Monday to Thursday and from 8am to 6.30pm on Friday. Booked appointments are also available Saturday from 9am to 3pm with a nurse.

Booked appointments are available with a GP at Holburne Road Surgery from 8am to 6.30pm Monday to Friday and from 9am to 1pm every second Saturday of the month with extended hours on Wednesday from 6.30pm to 8pm. Booked appointments are available with a nurse at Holburne Road Surgery from 10am to 2pm on Monday and Thursday.

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 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met: The practice had not ensured that all patients on high risk medicines were monitored in accordance with guidance and recommendations. This was in breach of Regulation 17 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.