

The Lordship Lane Surgery

Inspection report

417 Lordship Lane
East Dulwich
London
SE22 8JN
Tel: 020 8693 2912

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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 comprehensive inspection at The Lordship Lane Surgery on 12 December 2018 as part of our inspection programme.

At the last inspection in March 2018 we rated the practice as requires improvement for providing safe services because:

- The risk assessment the practice had completed was light on detail and did not cover all areas of potential risk.
- The practice's processes for monitoring uncollected prescriptions were unclear.
- The practice had not adhered to Public Health England's protocols on storage of vaccines.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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.

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 organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Consider undertaking a security/premises risk assessment.
- Review accessibility of information leaflets in other languages and in easy to read format.
- Review signage for displaying what to do in the event of a fire.
- Review ways to improve the uptake for cervical screening, breast and bowel cancer screening.

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

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

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

Background to The Lordship Lane Surgery

The Lordship Lane Surgery is located at 417 Lordship Lane East Dulwich London SE22 8JN. The surgery has good transport links and there is a pharmacy located nearby.

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

The Lordship Lane Surgery provides services to approximately 5000 patients in south east London under a Personal Medical Services contract (an agreement between NHS England and general practices for delivering personal medical services). It sits within the Southwark Clinical

Commissioning Group (CCG) which has 45 members practices serving a registered patient population of approximately 312,000.

The staff team at the practice consists of two full time male GPs, a female part time GP, a male practice manager, two-part time female practice nurses, two administrators/receptionists. The service is provided from this location only.

The practice reception is open between 8am and 7.30pm on Mondays and Wednesdays, and between 8am and 6.30pm on Tuesdays, Thursdays and Fridays. Appointments are available between 9am – 12.30pm and 2.30pm – 7.30pm on Mondays and Wednesdays; and between 9am – 12.30pm and 2.30pm – 6.30pm on Tuesdays and Fridays. On Thursdays appointments are available between 9.30am - 12.30pm, and between 4.30pm – 7.30pm.

The practice has a slightly higher percentage than the national average of people with a long-standing health conditions (54% compared to a national average of 53%). It has a higher percentage of unemployed people compared to the national average (13% compared to 4%). The average male and female life expectancy for the CCG area and the practice is in line with the national average for both males and females.

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