

Colliers Wood Surgery

Inspection report

58 High Street
Colliers Wood
London
SW19 2BY

Tel: 02085442311

Website www.collierswoodandlavenderfields.co.uk

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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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Colliers Wood Surgery on 3 March 2020 as part of our inspection programme. At our last inspection in November 2018 we rated the service as requires improvement overall. Safe was rated as inadequate and well led was rated as requires improvement. We served the practice with Requirement Notices. We undertook a further inspection in August 2019 to review Safe. We found that satisfactory improvements had been made and safe was rated as Good. During this inspection, we found that the practice had satisfactorily addressed all areas from the 2018 inspection.

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 with the following key ratings;

Safe- Good

Effective- Requires Improvement

Caring- Good

Responsive- Good

Well – Led- Good

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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-centred care.

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

- Whilst some patients received effective care and treatment that met their needs, data relating to the monitoring of patients with high blood pressure was low. The practice's uptake for cervical cancer and bowel cancer screening were low compared to local and national averages. The uptake for childhood immunisations was also low.

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

- Improve clinical outcomes for patients with high blood pressure, increase the uptake for cervical and bowel cancer screening as well as 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	Requires improvement 
Families, children and young people	Requires improvement 
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)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector who visited the branch site.

Background to Colliers Wood Surgery

Colliers Wood Surgery provides primary medical services in Merton to approximately 11,000 patients and is one of 23-member practices in the NHS Merton Clinical Commissioning Group (CCG). 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.

The practice operates from two sites; the main site, Colliers Wood Surgery, is located at 58 High Street, Colliers Wood, SW19 2BY and the branch site, Lavender Fields Surgery, is located at 182 Western Road, Mitcham, Surrey, CR4 3EB.

The Colliers Wood Surgery site is a converted retail and residential property over three floors. The site comprises consulting rooms, treatment room, waiting area and reception on the ground floor, with consultation rooms, waiting area and practice management facilities on the first floor and practice management facilities on the second floor. All floors are accessible by lift or stairs.

The Lavender Fields site is a converted ground floor premises, comprising consultation rooms, patient waiting area, reception and practice management facilities. There are disabled access facilities with baby change facilities installed and step free access throughout.

The practice clinical team is made up of three full time male GP partners, one female salaried full time GP. In total 40 GP sessions are provided across the two practice sites.

The practice employs one full time practice nurse and one part time healthcare assistant and one part time clinical pharmacist.

The rest of the team consist of a practice manager and deputy practice manager, four administrative staff and eight reception staff.

The practice main site opens between 8am and 6.30pm Monday to Friday. Telephone lines are open between the hours of 8am and 6.30pm Monday to Friday.

Appointments are available between 9am and 12pm and between 3pm and 6.30pm Monday to Friday. Extended hours appointments are available between 6.30pm and 8.00pm on a Monday, Tuesday and Wednesday and from 9am to 12pm on a Saturday.