

Drs Masterton, Thomson, Bolade & Otuguor

Inspection report

The Surgery
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London
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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 well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection on 22 May 2019 as part of our inspection programme. We had previously carried out announced comprehensive inspections on 26 July 2016 and 15 March 2018. At the time of the inspection of 15 March 2018 the service was rated as good. It was rated as requires improvement for the well led domain and good in all other areas.

The areas where we said that the provider must make improvement were:

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

At the inspection on 2 May 2019 we found that these areas had been addressed by the practice which is now rated as good in all 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 the well led key question.

We found that:

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

Dr Rosie Benneworth 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	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 comprised of only a CQC lead inspector.

Background to Drs Masterton, Thomson, Bolade & Otugor

Drs Masterton, Thomson, Bolade & Otugor is part of Lambeth Clinical Commissioning Group (CCG) and serves approximately 5200 patients. The practice is registered with the CQC for the following regulated activities: maternity and midwifery services, diagnostic and screening procedures, surgical procedures, family planning and treatment of disease, disorder or injury.

The practice population is located in an area ranked in the fourth most deprived decile on the index of multiple deprivation. The practice has more patients aged over 65 than other practices locally (17%) and more patients aged over 75 (10%) and over 85 (4%) than other practices locally and nationally. There are 59% of patients with a long-standing health condition, compared to a local average of 46% and a national average of 54%.

The practice cares for 378 patients in sixteen supported living facilities, including care homes, supported accommodation for those with learning disabilities and services for patients with mental health concerns. This is reflected in the percentages of the practice's patients with a diagnosed mental health condition (4%), dementia (3%) and who have a learning difficulty (9%), all of which are higher than other practices locally and nationally.

There are three partners (one female and two male, all GPs), with one part-time locum GP. The practice provides 21 GP sessions per week. There is one female practice nurse, who works one day per week, a full time health care assistant and practice pharmacist (who is in the practice every week day, but does not work on Tuesday or Thursday afternoon).

The practice is open from 8am Monday to Friday. The practice closes at 7.30pm on Monday, 7pm on Tuesday, Thursday and Friday and 6.30 pm on Wednesday. Drs Masterton, Thomson, Bolade & Otugor operates from Prentis Road, Streatham, London, SW16 1XU which is a purpose built property. The entrance is level, and there are consulting rooms on the ground and first floor.

Practice patients are directed to contact the local out of hours provider when the surgery is closed. The practice operates under a Personal Medical Services (PMS) contract.