

Akerman Medical Practice

Inspection report

2nd Floor, Akerman Health Centre
60 Patmos Road
London
SW9 6AF
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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

Requires improvement 

Are services safe?

Good 

Are services effective?

Requires improvement 

Are services caring?

Requires improvement 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We decided to undertake an inspection of Akerman Medical Practice, following our annual review of the information available to us.

This inspection focused on the key questions Safe, Effective, Caring, Responsive and Well-led.

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

Safe- Good

Effective – Requires Improvement

Caring- Requires Improvement

Responsive- Good

Well-led – Good

The practice had previously been inspected on 15 August 2016 and had been rated as good overall.

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 requires improvement overall and requires improvement for Families, children and young people and Working age people (including those recently retired and students) due to low clinical patient outcomes.

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

- Whilst there was monitoring of the outcomes of care and treatment, the practice's patient quality outcomes relating to Families, children and young people and Working age people were low compared to local and national levels.

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

- Results from the national GP patient survey relating to patient experience were low compared to local and national levels.

We rated the practice as **good** for providing safe services because:

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

We also rated the practice as good for providing well-led services because:

- The leadership, governance and culture promoted the delivery of high-quality person-centred care. However, the leadership of the practice acknowledged the difficulties they had with staff changes in the last few months and were aware of the areas that required strengthening.

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

- Review arrangements for emergency equipment used at the practice.
- Continue efforts to increase the uptake of childhood immunisations and cervical cancer screening.
- Continue efforts to strengthen the systems used for monitoring patients on high risk medicines.
- Continue to address patient feedback from the National GP National Patient Survey.

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)	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.

Background to Akerman Medical Practice

Akerman Medical Practice is located at: 60 Patmos Road London SW9 6AF. Akerman Medical practice was established in 1996. The area has good transport links with tube and over ground stations nearby. The practice is in a shared community health centre, located on the second floor with lift access.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice provides NHS services through an APMS contract to 5514 patients. In May 2020 practice will be switching back to GMS contract due to CCG desire to equalise all contracts in Lambeth.

The practice's clinical team is led by the provider (principal GP), who provides nine clinical sessions per week. A salaried GP working eight sessions. The rest of the team consist of a practice manager, a practice nurse and an extensive administrative team consisted of reception staff, a medical secretary, pharmacist, a first contact practitioner, social prescriber and a dietician.

The practice is open between 8am to 6.30pm Monday to Friday. Extended hours are offered on Monday and

Tuesday until 7:30pm and every third Saturday of the month between 10am-1pm. The practice offers 100% triage consultations (This is the process whereby before coming into the practice for a face to face consultation, the GP will discuss and assess the patient over the phone, then determine if the patient is required to come into the practice). Patients are notified about this system prior to registration with the practice.

When the practice is closed patients are directed (through a recorded message on the practice answer machine) to contact the local out of hour's service. Information relating to out of hour's services is also available on the practice website.

There are higher than average number of patients between the ages of 15 and 44 and fewer patients aged over 65 than the national average. The National General Practice Profile states that, 46% of the practice population from White background, other Asian and Other background are 9.6%, Mixed race 8.1% and 36.4 representing Black ethnicity. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.