

Silverlock Medical Centre

Inspection report

2 Verney Way
London
SE16 3HA
Tel:

Date of inspection visit: 27 Jan 2023
Date of publication: 08/03/2023

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?

Requires Improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive to people's needs?

Good



Are services well-led?

Good



Overall summary

We carried out an unannounced comprehensive inspection at Silverlock Medical Centre on 27 January 2023 following concerns. Overall, the practice is rated as Good.

Safe – Requires Improvement

Effective – Good

Caring – Good

Responsive - Good

Well-led - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Silverlock Medical Centre on our website at www.cqc.org.uk

Our findings

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

We found that:

- Systems and processes in relation to infection prevention and control and medicines management required improvement.
- Recruitment checks were carried out in accordance to practice policies and staff immunisation records were maintained according to guidance.
- Patients received effective care and treatment that met their needs. However, monitoring of patients with long-term conditions could be improved.
- Some of the national GP patient survey indicators were below average. The provider had taken actions to address the issues identified in the survey.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Patients could access care and treatment in a timely way.
- Leaders could demonstrate that they had the capacity and skills to deliver high quality sustainable care. However, the provider had not consistently identified and mitigated risks in relation to infection prevention and medicines management through their own governance systems.

We found one breach of regulation. The provider **must**:

- Ensure that care and treatment is provided in a safe way for patients.

The provider **should**:

Overall summary

- Undertake structured medicines reviews for patients on repeat medicines.
- Improve review and monitoring of patients on long-term conditions.
- Improve uptake for patients eligible for cervical screening and childhood immunisations.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included an inspection manager and a GP specialist advisor.

Background to Silverlock Medical Centre

Silverlock Medical Centre is located at:

2 Verney Way

London

SE16 3HA

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Southwark area of the South East London Integrated Care Board and delivers services to a patient population of about 15,500.

The practice is part of a wider network of GP practices and part of the North Southwark Primary Care Network with 19 other GP Practices.

Information published by UK Health Security Agency shows that deprivation within the practice population group is in the third highest decile (3 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 12.1% Asian, 25.9% Black, 52.5% White, 6.1% Mixed, and 3.3% Other.

The practice is operated by AT Medics Limited.

The clinical team at the surgery is made up of two part-time male GPs and two part-time female GPs, a male physician associate, a female pharmacist, a male and a female healthcare assistant and two female practice nurses. The non-clinical practice team consists of a regional manager, deputy regional manager, practice manager and nine administrative and reception staff members.

The practice is open between 8am to 6:30pm Monday to Friday.

Appointments were also available in the local extended access GP hubs, where appointments were available from 8am to 8pm seven days a week.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider had not ensured that care and treatment is provided in a safe way for patients. In particular:</p> <ul style="list-style-type: none">• The provider did not ensure infection prevention and control issues were identified and addressed in a timely manner.• The provider did not ensure there is a system in place to ensure prescriptions were only accessible by authorised staff.• The provider did not ensure staff had appropriate authorisations to administer medicines (Patient Group Directions).• The provider did not ensure some of the patients on high risk medicines were monitored appropriately.• The provider did not ensure vaccines were appropriately stored and used. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>