

# Lavender Hill Group Practice

## Inspection report

19 Pountney Road  
Battersea  
London  
SW11 5TU  
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Date of inspection visit: 26 February 2019  
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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?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



# Overall summary

We carried out an announced comprehensive inspection at Lavender Hill Group Practice on 26 February 2019 as part of our inspection programme.

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 for providing safe services.**

We found that:

- The practice's process to act on concerns identified in their legionella risk assessment did not keep people safe.
- The practice's process to ensure medicines and medical equipment was in date and safe to use was not embedded.
- The practice did not keep a record of blank prescription stationery that was held in clinicians' rooms.

**We rated this practice as requires improvement for providing well led services.**

We found that:

- The practice's process to ensure all staff had received training appropriate to their role was not embedded.
- The systems and processes to demonstrate good governance for the service provided were not always effective.

**We rated this practice as good for providing effective, caring and response services.**

We found that:

- 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.

**We rated this practice as good for all population groups.**

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

- Ensure care and treatment is provided in a safe way to patients.
- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to take action to improve the uptake of cervical screening to meet the minimum national target.
- Support staff to obtain the appropriate safeguarding training as set out in the intercollegiate guidance.

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

**Rosie Benneyworth** Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

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

## Background to Lavender Hill Group Practice

Lavender Hill Group Practice is located at 19 Pountney Road, Battersea, London, SW11 5TU.

Lavender Hill Group Practice is registered with CQC to deliver the Regulated Activities; Surgical procedures, Diagnostic and screening procedures, Treatment of disease, disorder or injury, Family planning, and Maternity and midwifery services.

Lavender Hill Group Practice is situated within the Wandsworth clinical commissioning group (CCG) and provides services to approximately 13,000 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice's clinical team consists of five GP partners, three salaried GPs, three nurses and one HCA. The practice's administration team consists of 10 reception and admin staff, an IT facilitator and a practice manager.

The practice is part of a federation of local practices which offer extended access to patients from a localised GP hub.

Out of hours services are provided by NHS 111.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>How the regulation was not being met:</b></p> <p>The practice did not do all that was reasonably practicable to mitigate risks to service users.</p> <p>In particular we found:</p> <ul style="list-style-type: none"><li>• The practice could not demonstrate that the recommendations identified in their Legionella risk assessment had been actioned. Their log of water temperatures showed that they were consistently out of range but no actions had been identified to mitigate this.</li><li>• The practice did not keep a log of blank prescription stationery held in clinicians' rooms.</li><li>• Out of date vaccines and medical equipment was identified during our inspection.</li></ul> <p>This was in breach of Regulation 12(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met:</b></p> <p>The practice did not ensure that systems or processes were established and operated effectively.</p> <p>In particular we found:</p>

This section is primarily information for the provider

## Requirement notices

- The practice did not have proper oversight of staff training.
- The practice did not maintain oversight of risk assessments. They did not record that actions required had been completed and not all actions identified had been addressed.

**This was a breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.**