

# Battersea Rise Group Practice

## Inspection report





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Battersea  
London  
SW11 1HG

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[www.battersearisegrouppractice.co.uk](http://www.battersearisegrouppractice.co.uk)

Date of inspection visit: 21 June 2022  
Date of publication: 13/09/2022

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?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced focused inspection at Battersea Rise Group Practice on 21 June 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 16 December 2015, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Battersea Rise Group Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a focused inspection to follow up on concerns identified during a direct monitoring approach call, specifically:

- *Health and safety checks and risk assessments*
- *Prescribing indicators*
- *Monitoring for patients taking high risk medicines*

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## Our findings

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- 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:

- The practice was equipped to respond to medical emergencies and staff were suitably trained in emergency procedures.
- Staff encouraged and supported patients to be involved in monitoring and managing their own health.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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.

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

- Continue to take action to improve uptake of childhood immunisations and cervical screening.
- Review concerns following audits and risk assessments to ensure they have a documented associated action and due date for completion.
- Continue to ensure that information and services are accessible for patients whose first language is not English.
- Continue to monitor staffing levels and consider ways to prevent staff from working excessive hours.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Battersea Rise Group Practice

Battersea Rise Group Practice is located in London at:

17 Battersea Rise

Battersea

London

SW11 1HG

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, family planning and surgical procedures.

The practice is situated within the South West London Integrated Care Systems (ICS) and delivers General Medical Services (GMS) to a patient population of about 7,300. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices and is part of Battersea Primary Care network (PCN) and Battersea Healthcare Community Interest Company (BHCIC) Federation.

Information published by Public Health England shows that deprivation within the practice population group is in the tenth highest decile (10 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 85% White, 5% Asian, 5% Black, 4% Mixed, and 1% Other.

There is a team of six GPs at the practice: two GP partners, two salaried GPs and two locum GPs. The practice has a clinical team of two practice nurses and a healthcare assistant. The GPs are supported at the practice by a team of five reception/administration staff. The practice manager and reception manager provide managerial oversight.

The practice is open between 8:00am to 6:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided by Battersea Rise Group Practice, where late evening and weekend appointments are available between 6:30pm to 8pm Monday to Thursday and 9am to 12noon on Saturday. Out of hours services are provided by NHS 111.