

# The Grantham Practice

## Inspection report

Beckett House  
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London  
SW9 9DL  
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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 safe?

Good 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Outstanding 

Are services well-led?

Good 

# Overall summary

We decided to undertake an inspection of The Grantham Surgery, following our annual review of the information available to us.

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

Because of the assurance received from our review of information we carried forward the ratings for the key questions safe and caring.

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

Effective – Requires Improvement

Responsive- Outstanding

Well-led – Good

The practice had previously been inspected on 31 March 2016 and had been rated as good overall, with responsive rated as outstanding.

We based our judgement of the quality of care at this service is 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 rated the practice as **outstanding** for providing responsive services because:

- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.
- There were innovative approaches to providing care to members of the Portuguese community, Ghanaian communities and across all patient groups.

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

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- However, some patients outcomes relating to Families, children and young people and the Working age people were low.

We 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.

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

- Improve the uptake of childhood immunisations and cervical screening.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCG

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 a GP specialist advisor, and a second CQC inspector who was shadowing the inspection.

## Background to The Grantham Practice

Grantham Surgery is located at:

Beckett House

Grantham Road

London

SW9 9DL

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

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The practice is in an area with a mixed demographic with a diverse population consisting of 66 different nationalities represented 25-30% are Portuguese

Speaking ,10% are West African (French and English) and transient mobile young population. The practice reported high levels of deprivation, poor education and housing challenges.

The practice has three GP partners, five associate GPs, two practice nurses with a mix of male and female clinical staff. The rest of the team consist of a practice manager and an extensive administrative team consisted of reception staff and a medical secretary. The practice also benefits from having other community health workers on site such as, dietician, phlebotomist, midwife, interpreters and a PCN social prescribing link worker.

The practice is open between 8:00am and 6:30pm Monday to Friday. The practice also offers extended hours four evenings a week and one morning.

The out of hours services are provided by an alternative provider. The details of the out-of-hours service are communicated in a recorded message accessed by calling the practice when it is closed and on the practice website.