

# Wandsworth Medical Centre

## Inspection report

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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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Wandsworth Medical Centre on 20 March 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 good overall, and good for providing safe, effective, caring responsive and well led services.**

**We have rated the practice as good for providing effective and responsive care to older people, people with long term conditions, families, children and young people, working age people, those whose circumstances may make them vulnerable and those experiencing poor mental health.**

We found that:

- 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.
- 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.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Leaders had the capacity and skills to deliver high-quality, sustainable care. They had a shared purpose, strived to deliver and motivated staff to succeed.
- Feedback from patients who used the service, those close to them and external stakeholders was continually positive about the way staff cared for patients.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Consider ways to increase the identification of carers.
- Implement the recommendations of the Legionella risk assessment that had been carried out on 15 August 2018.
- Continue to maintain the improved uptake on diabetes monitoring, cervical cancer screening and childhood immunisations.

**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

<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 included a GP specialist adviser.

## Background to Wandsworth Medical Centre

Wandsworth Medical Centre, is located within the Wandsworth local authority and is one of 40 practices serving the NHS Wandsworth CCG area. It provides primary medical services to approximately 18,200 patients.

Information published by Public Health England rates the level of deprivation within the practice population group as seventh on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a large proportion of patients registered of working age; 80.9% are aged 18-64 which is higher than both the CCG and national averages of 72.9% and 62% respectively. Of the patients registered with the practice, 73.9% are White British, 4.7% are from mixed race ethnic groups, 9.9% are Asian, 9.7% are Black African with the remaining 1.8% being of other races.

The practice has two part time female GP Partners, one full time male GP Partner and one part time male GP Partner who are contracted to provide Personal Medical Services (PMS) and who are registered with the CQC for the following regulated activities: treatment of disease, disorder or injury; maternity and midwifery services; family planning; surgical procedures, and diagnostic and screening procedures.

The practice provides a range of services including maternity care, childhood immunisations, chronic

disease management and travel immunisations and a number of enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, minor surgery, coil fitting, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.

The remainder of the clinical team at Wandsworth Medical Centre is made up of six part time female salaried GPs and two part time male salaried GPs, two practice nurses, two part time female physicians associates, one full time practice nurse, one part time phlebotomist and a full time health care assistant assisted by a non-clinical team comprising of a full time practice manager, a part time management accountant, seven full time reception/administrative staff, two full time medical secretaries and a part time summariser.

The practice provides health care services to the local population and is located within a purpose-built facility on two floors which can be accessed by stairs or a lift. There is a mix of consulting rooms, treatment rooms, administrative rooms, a reception area and a waiting room. There are facilities for disabled patients and staff.

Appointments are available from Monday to Friday between 8am and 8pm. The surgery doors are open and the telephone line is switched to the surgery at these times.

The practice is part of a GP Federation where further appointments are available, at other locations within the area, between 8am to 8pm.

The practice has opted out of providing out-of-hours (OOH) services to their own patients and directs patients to the out-of-hours provider by providing access details on their answerphone, on the website and on the outer door.