

Albion Street Group Practice

Inspection report

The Albion Street Health Centre
87 Albion Street
Rotherhithe
London
SE16 7JX

Tel: 0203 0497120

Website: www.albionstreetgrouppractice.co.uk

Date of inspection visit: 30 January 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

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 Albion Street Group Practice in Rotherhithe, London on 30 January 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
- Information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups.

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. It ensured that care and treatment was delivered according to local and national evidence-based guidelines.
- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. The practice was a training practice for GP trainees and for medical and nursing students

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

- Look at methods to improve the uptake of cervical screening for eligible patients.
- Continue to improve the system in place to promote childhood immunisations in order to increase patient uptake.
- Review and improve the processes to identify carers in the practice population to ensure they are offered the correct support, care and treatment.

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

Professor Steve Field **CBE FRCP FFPH FRCGP**

Chief Inspector of General Practice

Population group ratings

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

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to Albion Street Group Practice

Albion Street Group Practice is located in the South London borough of Southwark and is one of the practices within NHS Southwark Clinical Commissioning Group.

Services are provided from:

- Albion Street Group Practice, 87 Albion Street, Rotherhithe, London, SE16 7JX

The practice website is:

- www.albionstreetgrouppractice.co.uk

There are 12 GPs at the practice, nine of which are partners in the practice. One of the GPs was also a Professor of General Practice. The GP team also included three GP Registrars. The practice is a training practice for GP Registrars. GP Registrars are qualified doctors who undertake additional training to gain experience and higher qualifications in general practice and family medicine. The GP team is supported by a clinical pharmacist.

The all-female nursing team consists of two advanced nurse practitioners (one of which is a partner within the practice), four practice nurses and two health care assistants with a mix of skills and experience.

A practice manager, office manager and a team of administrative staff undertake the day to day management and running of the practice.

Following significant new housing developments in the local area, in the last three years, the number of registered patients has increased by 15%, from 13,200 to 15,236. In 2018, the patient turnover was 28%, 2,275 registered at the practice and 1,778 de-registered. This turnover alongside the practice's transient patient population who are often outside of area for long periods, has an impact on screening and recall programmes.

The practice also provides GP services to a small proportion of patients in a local centre, known as a wet hostel (approximately 20 registered patients). This centre provides accommodation and 24-hour care and support for men and women who have long-term alcohol dependence and complex needs including mental ill health, physical health issues or homelessness.

The practice has core opening hours between 8am and 6.30pm every weekday. Early morning appointments were available from 7am every Tuesday morning and evening appointments until 7.30pm every Thursday. Patients at the practice could access further extended access appointments at two locations within the Southwark borough. These extended access



appointments were booked via the patient's registered practice and offered a variety of appointments including up until 8pm Monday to Friday and 8am until 8pm on Saturday, Sunday and Bank Holidays.

Out of hours care is accessed by contacting NHS 111.



The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities: Maternity and midwifery services, Family planning, Treatment of disease, disorder or injury, Surgical procedures and Diagnostic and screening procedures.