

Faccini House Surgery

Inspection report

Faccini House
64 Middleton Road
Morden
Surrey
SM4 6RS
Tel: 020 8646 4282
www.faccinihouse.com

Date of inspection visit: 29 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 this announced comprehensive inspection at Faccini House Surgery on 29 January 2019. We had previously carried out an announced comprehensive inspection on 23 November 2017. At that time the service was rated as requires improvement. It was rated as requires improvement for the safe, effective and well led domains and good for caring and responsive.

The areas where we said that the provider must make improvement were:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care with regards to: clinical governance, risk management and monitoring care and treatment for people with long-term conditions and mental health conditions.
- The areas where we said the provider should make improvements were:
- Review and improve uptake for immunisations and screening programmes.
- Improve patient satisfaction with care and treatment and access to the service.
- Make information about how to make a complaint or raise concerns readily available to patients and the public.
- Review practice policies and procedures so the duty of candour is clearly reflected.
- Improve systems for engaging with patients, obtaining patient feedback and acting on concerns.

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.

At this inspection we found that the practice had addressed all of the issued from the previous inspection, and 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.
- 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.

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

- Consider reviewing the way in which it records adult patients with a safeguarding concern.
- Review the security of clinical waste storage prior to collection.
- Review systems for monitoring the security of blank prescription stationary.

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 CQC lead inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Faccini House Surgery

The registered provider of the service is Faccini House Surgery. The address of the registered provider is 64 Middleton Road, Morden, Surrey, SM4 6RS. The practice website is . Regulated activities are provided at one location, Faccini House Surgery.

Faccini House Surgery provides services to 5800 patients in Morden and is one of 25 member practices of Sutton Clinical Commissioning Group (CCG). The practice holds a Personal Medical Services (PMS) contract. The practice has a higher than average population of children aged 5-14, higher than average population of those of working age and lower than average number of those over 65. Deprivation scores are higher than local and national averages for both children and older people and the

practice is in the fifth most deprived decile in England. Of patients registered with the practice, approximately 70% are White British, 17% are Asian or Asian British, eight per cent are Black or Black British and five per cent are other white or mixed ethnic backgrounds.

The practice is located in a purpose built building. The practice has one female GP partner and one female non-clinical partner. The practice has no salaried GPs and uses five regular locum GPs. There are two regular locum nurse practitioners, two locum practice nurses and a self-employed phlebotomist. The non-clinical staff include a practice manager and nine other reception and administrative staff.