

Dr Alan M Campion

Inspection report

New Mill Street Surgery
1 Wolseley Street
London
SE1 2BP
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www.newmillstreet.com

Date of inspection visit: 18 September 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

CQC carried out an announced comprehensive inspection of Dr Alan M Campion (also known as New Mill Street Surgery) on 26 June 2018 as part of our inspection programme under Section 60 of the Health and Social Care Act 2008. The inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The practice was rated as requires improvement overall with ratings of requires improvement for providing safe, responsive and well-led services, and rated good for providing effective and caring services. As a result of the findings on the day of the inspection, we issued the practice with requirement notices for breaches of Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance).

This was an announced comprehensive inspection on 18 September 2019 to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements as detailed in the requirement notices. The inspection report from our inspection on 26 June 2018 is available on our website.

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 all population groups

At this inspection we found:

- Improvements had been made to the quality and safety of services provided.
- Prescribing of antibiotics followed appropriate guidelines.
- All staff spoken to knew where the practice's emergency medicines and equipment were stored.
- There was an open and transparent approach to safety and an effective system in place for reporting and recording significant events which all staff were aware of.
- Staff had been trained to provide them with the skills, knowledge and experience to deliver effective care and treatment.
- Patients said they found it easy to make an appointment with a named GP and there was continuity of care, with urgent appointments available the same day.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The service had a clear vision to deliver high quality care for patients.

The areas where the provider should make improvements are:

- Continue to review the identification and record keeping of patients with caring responsibilities to enable appropriate support and signposting to be provided.
- Review and develop information contained within care plans.

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

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.

Background to Dr Alan M Champion

Dr Alan M Champion is a GP practice located at New Mill Street Surgery 1 Wolseley Street, London, SE1 2BP. The practice website can be found at www.newmillstreet.com

The practice provides GP practice services to approximately 6450 patients. At the time of our inspection, the practice area deprivation decile is three according to the Index of multiple deprivation score, with one being most deprived and 10 being least deprived. The practice has an ethnically diverse patient population with 28% being from a black or minority ethnic background.

Out of hours services are provided by South East London Doctors on Call (SELDOC) The practice is operated by a

single GP who employs a salaried GP and a locum GP. The practice provides 14 GP sessions in total. The practice employs two nurses, including one locum, and a healthcare assistant. The practice also receives support from a clinical pharmacist who is employed by the local GP federation.

Dr Alan M Champion is registered to provide the following regulated activities Diagnostic and screening procedures, Maternity and midwifery services and Treatment of disease, disorder or injury.