

North Wood Group Practice

Inspection report

Crown Dale Medical Centre

61 Crown Dale

Upper Norwood

London

SE19 3NY

Tulse Hill Practice

4 Hardel Rise

Tulse Hill

London

SW2 3DX

Tel: 020 8670 2414 and 020 8671 3448

www.crowndalemedicalcentre.co.uk

Date of inspection visit: 2 May 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 responsive?

Good



Overall summary

We carried out this announced comprehensive inspection of North Wood Group Practice on 2 May 2019. We had previously carried out an announced comprehensive inspection prior to the merger of two practices at the Crown Dale site on 27 March 2018. At that time the service was rated as good. It was rated as requires improvement for the responsive domains and good for all other key questions. All population groups were rated as good.

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

- Ensure that systems and processes are in place to ensure safe care and treatment. This should include ensuring that appointments are accessible to patients.

At the inspection on 2 May 2019 we found that these areas had been addressed by the practice which is now rated as good in all areas.

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

We found that:

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

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 comprised of only a CQC lead inspector.

Background to North Wood Group Practice

The North Wood Group Practice provides primary medical services in the London Borough of Lambeth to approximately 17,000 patients. The practice was formed from the merger of two practices based in Tulse Hill and Upper Norwood. The practice operates at 61 Crown Dale, Upper Norwood, London, SE19 3NY and 4 Hardel Rise, Tulse Hill, London, SW2 3DX. Both sites are based in a purpose built premises, and there are consulting rooms on the ground floor of the buildings.

The practice population is in the fourth most deprived decile in England. The practice population at the Upper Norwood site has an age demographic is similar to the national average, unlike the Tulse Hill site which is more similar to the Lambeth as a whole which has more patients aged 15-64 than the national average. The practice has responsibility for providing GP services to four nursing homes.

The GP team at the surgery is made up of five partners and nine salaried GPs. There are four practice nurses, a pharmacist and one phlebotomist. The clinical team is

supported by a practice manager, and a team of administrative and reception staff. The service also managed a contract to provide diabetic intermediary care to the whole of Lambeth. This team consists of seven diabetes specialist nurses, two health care assistants and five administrative and reception staff. The practice operates under a Personal Medical Services (PMS) contract.

The practice reception is open between 8:30am and 6:30pm Monday to Friday. Extended hours are available between 6:30pm until 8:30pm on Wednesdays and 9:30am until noon on Saturdays at the Crown Dale site. When the practice is closed patients are directed to contact the local out of hours service.

The practice is registered as an individual provider with the Care Quality Commission to provide the regulated activities of family planning; treatment of disease, disorder or injury; diagnostic and screening services; maternity and midwifery services and surgical procedures.