

Silverlock Medical Centre

Inspection report

2 Verney Way
London
SE16 3HA
Tel: 020 7237 4091
Website: www.southwarkgp.co.uk

Date of inspection visit: 22 August 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

AT Medics is a provider registered with CQC Silverlock Medical Centre is a location registered with that provider.

We carried out an inspection of the location on 22 August 2019 as part of our scheduled 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 all population groups except families children and young people which is rated as requires improvement.

We rated the practice as **good** for providing safe services because:

- The systems in place for managing patients prescribed medicines, including high risk medicines, ensured adherence to guidance and that patients remained safe.
- The practice had safeguarding systems in place
- There were systems in place to report significant events and we saw evidence of discussion of events in practice meetings
- Appropriate recruitment checks had been completed for staff employed at the service.
- Risks associated with the premises were well managed.
- The provider had adequate arrangements in place to respond to emergencies including patients who presented with symptoms of sepsis.

We rated the practice as **good** for providing effective services because:

- There was evidence of quality improvement activity.
- Staff were receiving regular appraisals.
- Effective joint working was in place.
- Patients were receiving regular reviews and the treatment provided was in line with current guidelines this was reflected in high levels of achievement against most local and national targets; although performance against targets for childhood immunisations were below the World Health Organisation Targets and performance for cervical screening was below the Public Health England target. The practice had undertaken a number of actions in an effort to improvement uptake.

We rated the practice as **good** for providing caring services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

We rated the practice as **good** for responsive services because:

- Complaints were managed in a timely fashion and detailed responses were provided.
- Feedback from both the national GP patient survey and comment cards received by CQC was mixed regarding access to care and treatment at the practice. The practice had taken steps to improve access in response to feedback from patients.

We rated the practice as **good** for providing well-led services because:

- There were effective governance arrangements.
- The provider had adequate systems in place to assess, monitor and address risk.
- The provider did not have an active patient participation group but held engagement events and an open surgery for patients to feed back to the practice manager once a week.
- There was evidence of continuous improvement or innovation.
- Staff provided positive feedback about working at the practice which indicated that there was a good working culture.

The areas where the provider **should** make improvements are:

- Continue with work to improve on national screening and immunisation targets.
- Continue with work to improve patient satisfaction with access and patient engagement.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Requires improvement 
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 and supported by a GP specialist advisor and another GP specialist advisor who was observing the inspection.

Background to Silverlock Medical Centre

Silverlock Medical Centre is a GP practice located at 2 Verney Way London SE16 3HA. The practice website can be found at . The practice previously operated at another location and moved into the current premises on 1 July 2019. The current premises were previously operated by another CQC registered provider. Between 2018 and 2019 the practice's list size grew by approximately 3000 patients including approximately 2500 patients from the old provider whose list had been dispersed.

The practice provides GP services to approximately 11,700 patients. The practice is located in an area ranked among the second most deprived decile in the country on the index of multiple deprivation scale.

The practice has an ethnically diverse patient population with 6% of patients identifying themselves as mixed ethnicity, 12% Asian, 25% black, 3% other non-white ethnic groups. The practice is located in an area with a transient population and has an annual turnover of around 20% of the patient list.

Out of hours services are provided by NHS 111 and South East London Doctors on Call (SELDOC)

The practice is operated by AT Medics Limited. The practice is run by one of the senior clinicians in the service, 5 GPs offering 25 sessions. This will increase to 31 sessions when a new GP begins working at the practice in September 2019. The service also employs a full time advanced nurse practitioner, three part time nurses, a full time pharmacist, two part time healthcare assistants and a community paramedic practitioner.

Silverlock Medical Centre is registered to provide the following regulated activities Diagnostic and screening procedures, Treatment of disease, disorder or injury, Maternity and midwifery services and Family planning.