

Forest Hill Group Practice

Inspection report

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Date of inspection visit: 16 January 2020
Date of publication: 05/03/2020

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 effective?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective, Responsive and Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe and Caring.

You can read our findings from our last inspection by selecting the 'all reports' link for

Forest Hill Group Practice on our website at <https://www.cqc.org.uk/location/1-544424476>.

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 requires improvement for responsive, and good for all population groups with the exception of working age people (including those recently retired and students) rated as requires improvement.

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

- Patients' needs were assessed, and care and treatment were delivered in line with current legislation, standards and evidence-based guidance.
- There was evidence of quality improvement activity.
- Staff were receiving regular appraisals.

We rated the practice as **requires improvement** for responsive services overall and across all the population groups because:

- The results from the national GP patient survey were below local and national averages.
- The practice had not undertaken their own patient survey.
- The Patient Participation Group (PPG) members felt that the practice did not listen to them.
- Patients continued to experience difficulties accessing the practice.

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

- The practice leaders had a vision and strategy for delivering quality care.
- Practice leaders looked after the safety and well-being of all staff at the practice.
- There were clear lines of responsibility, roles and systems to support good governance and management.

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

- Review the accessibility of the complaints process.
- Continue to monitor and review children attending for childhood immunisation and patients' uptake for cancer screening.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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)	Requires improvement 
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 a GP specialist advisor.

Background to Forest Hill Group Practice

Forest Hill Group Practice is part of Southwark CCG and serves approximately 12,500 patients. The practice is registered with the CQC for the following regulated activities Maternity and Midwifery Services; Surgical Procedures; Diagnostic and Screening Procedures; Family Planning and Treatment of Disease, Disorder or Injury.

The practice population has a slightly higher proportion of working age people and slightly lower proportion of those over 65 than the national average. The surgery is based in an area with a deprivation score of 6 out of 10 (1 being the most deprived).

The practice is run by three GP partners; two female and one male. There are also three female and three male salaried GP. The practice is a teaching and training practice and has one GP trainee. The practice also trains primary care pharmacists though there is no student currently at the practice. The practice also employs a full-time advance nurse practitioner, three practice nurses and one full time pharmacists.

The practice is open at 7.30am every week day and closes at 7.30pm Monday to Wednesday and 6.30pm Thursday and Friday. Appointments are available during these hours.

The practice offers 44 GP sessions per week.

Forest Hill Group Practice operates from a property with treatment and consulting rooms based over two floors with additional rooms used as office space or by other services that the practice hosts on the third floor. The service is accessible to patients with mobility issues. Staff told us that they could accommodate those with mobility issues on the ground floor but had also installed a stair lift to assist people accessing care on the upper floors.

Practice patients are directed to contact the local out of hours service when the surgery is closed and the practice can also book patients at a local GP hub which provides appointments from 8am until 8pm seven days per week.

The practice operates under a Personal Medical Services (PMS) contract and is signed up to a number of local and national enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract).

The practice belonged to the South Southwark Primary Care Network.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met. The registered person had systems or process in place that failed to enable the registered person to effectively assess, monitor and mitigate the risks relating to the health, safety and welfare of service users, in particular with regards to not acting sufficiently on feedback to improve patient experience of accessing the service. This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.