

Hetherington at the Pavilion

Inspection report

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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Hetherington at the Pavilion between 7 and 10 November 2022. Overall, the practice is rated as Good.

Safe- Good.

Effective - Good.

Caring - Good

Responsive – Good.

Well-led - Good.

Following our previous inspection on 5 December 2017, the practice was rated Good overall and for all key questions.

The full report for previous inspections can be found by selecting the ‘all reports’ link for Hetherington at the Pavilion on our website at www.cqc.org.uk

This inspection was a comprehensive inspection part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach which involved a site visit: We looked at the Safe, Effective, Caring, Responsive and Well-led key questions.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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.
- Information from the provider, patients, the public and other organisations.

Overall summary

We have rated this practice as Good overall

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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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**:

- Engage with those not attending for immunisations and screening to understand the barriers to uptake, and take action to remove those barriers.
- Implement a system to formally document internal performance monitoring or peer reviews.
- Develop medication reviews by even more effectively looking at monitoring.
- Undertake a patient survey.
- Review/risk assess the need for defibrillator pads for children.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor.

Background to Hetherington at the Pavilion

Hetherington at the Pavilion operates from one site, at 9 Brighton Terrace London SW9 8DJ. The practice is based in a purpose built building, based across one floor, which is accessible to patients. The Practice is open Monday to Friday 8am to 6.30pm, with extended hours on a Wednesday until 8pm.

The practice is situated within London Borough of Lambeth in South-West London, and provides primary medical services to approximately 8,185. The practice has an Alternative Provider Medical Services (APMS) NHS contract and provides a full range of essential, enhanced and additional services including maternity services, diabetic clinics, child vaccination and immunisations.

The practice is part of the The Brixton and Clapham Primary Care Network (PCN).

The provider is registered with the Care Quality Commission (CQC) to provide the regulated activities of treatment of disease, disorder or injury, maternity and midwifery services, family planning services, surgical procedures and diagnostic and screening procedures.

Information published by Public Health England shows that deprivation within the practice population group is in the third decile (3 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 49% White, 6% Asian, 33%Black, 8% Mixed, and 3% Other.

Hetherington at the Pavilion has three male partners. They employ three female salaried GPs and two male GPs. Two female nurses, one male training nurse associate, a female pharmacist, one manager and eight (Including three patient care coordinators) receptionists and administrators.

The practice has recently become a PCN training practice, at the time of the inspection they did not have any trainee doctors.

Extended access is provided locally by The Brixton and Clapham Primary Care Network (PCN) Hub for late evening and weekend appointments. Out of hours services are provided by 111.