

Family and People Services Policy and Scrutiny Committee

Date:	Monday 3 rd December 2018
Classification:	General Release
Title:	Soho Square General Practice
Report of:	LivingCare London
Cabinet Member Portfolio	Family Services and Public Health
Wards Involved:	West End
Policy Context:	Healthier and greener city
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1. Executive Summary

This report details LivingCare London's response to the findings of the Care Quality Commission's (CQC) inspection of Soho Square Surgery.

2. Key Matters for the Committee's Consideration

- Does the committee have any comments on LivingCare's response to the CQC's findings

3. Background

The CQC carried out an announced comprehensive inspection at Soho Square General Practice on 10 May 2018. The practice was selected as part of the CQC's inspection programme in response to concerning information received, partly as a result of the meeting of the Adults and Health policy and Scrutiny Committee in April 2018.

The practice was rated as inadequate overall. The key questions were rated as:

- Are services safe? – Inadequate
- Are services effective? – Requires Improvement
- Are services caring? – Requires Improvement

- Are services responsive? – Requires Improvement
- Are services well-led? - Inadequate

At the inspection the CQC found:

- There was no innovation or service development and improvement was not a priority among staff and leaders.
- There was no clinical oversight of the largely locum clinical staff.
- Staff could not demonstrate effective cleaning of some clinical equipment.
- Staff did not always follow practice policy when there was a break in the vaccine cold chain.
- Feedback from the patient participation group (PPG) stated that the practice did not listen to patients views and continuity of care was poor due to the high use of locums.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.

The areas where the CQC told the provider it must make improvements as they are in breach of regulations were:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Ensure care and treatment is provided in a safe way to patients.
- Ensure there is leadership capacity and clinical oversight in the practice.

The service was placed special measures. Services placed in special measures will be inspected again within six months. If insufficient improvements have been made such that there remains a rating of inadequate for any population group, key question or overall, the CQC will take action in line with its enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

Special measures will give people who use the service the reassurance that the care they get should improve

If you have any queries about this Report or wish to inspect any of the Background Papers please contact the Report Author.

APPENDICES:

Appendix A – LivingCare presentation

BACKGROUND PAPERS

None