

Nexus Health Group

Inspection report

2 Princess Street
Elephant and Castle
London
SE1 6JP
Tel: 02079280253
www.princessstreetgrouppractice.co.uk

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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

Requires improvement 

Are services safe?

Good 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out a comprehensive inspection at Nexus on 23 and 29 October 2019.

At the last inspection in November 2018, the practice was rated as Inadequate.

We served the practice with Warning Notices. We undertook a further inspection in June 2019 to check they had complied with the requirements of the notice. At this inspection, we found that the provider had satisfactorily addressed these areas.

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 Requires Improvement 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.
- However, the practice's patient quality outcomes related to Families, children and young people and Working age people were low.
- Results from the national GP patient survey showed patients were treated with compassion, dignity and respect and were involved in their care and decisions

about their treatment. However, responses related to patients' overall experience of making an appointment and for patients who were satisfied with the type of appointment they were offered were still low.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. 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:**

- Increase staff knowledge in Safeguarding for non-clinical staff.
- Continue efforts to increase the uptake of childhood immunisations, bowel cancer screening and cervical cancer screening.
- Continue to address patient feedback from the National GP National Patient Survey.
- Continue efforts to promote the PPG and patient engagement.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by the service.

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

Dr Rosie Benneworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Requires improvement	●
People with long-term conditions	Requires improvement	●
Families, children and young people	Requires improvement	●
Working age people (including those recently retired and students)	Requires improvement	●
People whose circumstances may make them vulnerable	Requires improvement	●
People experiencing poor mental health (including people with dementia)	Requires improvement	●

Our inspection teams

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice manager advisor and two CQC inspectors.

Background to Nexus Health Group

Nexus Health Group is a provider registered with CQC. The provider has eight sites with one site used at the CQC registered location. The sites were previously independent GP practices which merged to become Nexus Health Group in 2016.

The individual sites have retained the names from the historic partnerships. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury. These are delivered from all eight sites. Nexus Health Group's eight sites are situated within Southwark Clinical Commissioning Group (CCG) and provide services to approximately 76,445 patients under the terms of a personal medical services (PMS) contract.

The age profile of the practice population is broadly in line with the CCG averages. Information taken from Public Health England placed the area in which the practice is located in the third less deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services. National General Practice Profile states that 21%

of the practice population is from a black ethnic background with a further 15% of the population originating from Asian minority groups, 10% of patients are from mixed or other non-white ethnic groups.

The provider is a partnership comprised of 14 partners, two are non-clinical. At site level there are operations managers covering between one and two sites and each site has a team leader.

Regulated activities are delivered to the patient population from the following address:

Nexus Health Group head office address is located at Princess Street Group Practice - 2 Princess Street, SE1 6JP.

The eight sites are located at the following addresses:

Aylesbury Medical Centre - Thurlow Street, London SE17

Princess Street Practice - 2 Princess St, Elephant and Castle, London SE1 6JP

Manor Place Surgery - 1 Manor Place, London, SE17 3BD

Surrey Docks Health Centre - 12-13 Blondin Way, London SE16 6AE

The Dun Cow Surgery - 279 Old Kent Road, London, SE1 5LU

Commercial Way surgery – 109 Commercial Way, London SE15 6DB

Decima Street Surgery – 6 Decima Street, London, Greater London, SE1 4QX

Artesian Health Centre - 38 Grange Road, Bermondsey, London SE1 3GF

The staffing per locality or each site is:

Aylesbury Medical Centre, Dun Cow Surgery and Commercial Way Surgery: 65 GP sessions including partners: 7.22 Whole Team Equivalent (WTE), Advanced Nurse Practitioners 42 sessions: 1.12 WTE, Practice Nurses 200 sessions; 5.33 WTE and 625.75, Health Care Assistants 72.5 sessions: 1.93 and 1001.75: 11.42 WTE of non-clinical including operations management.

Decima Street Surgery and Artesian Health Centre: 72 GP sessions including partners: 8 WTE, Advanced Nurse Practitioners 31.5 sessions: 0.84 WTE, Practice Nurses 75 sessions; 2 WTE and 625.75: 16.68 WTE of non-clinical including operations management.

Manor street and another site that was not part of this inspection, 28 GP sessions including partners: 3.11 WTE, Practice Nurses 67.75 sessions; 1.78 WTE, Health Care Assistants 71 sessions :1.89 WTE and 758.50 :20.22 WTE of non-clinical including operations management

Princess Street Practice: 53 GP sessions including partners: 5.88 WTE, Advanced Nurse Practitioners 37.5 sessions: 1 WTE, Practice Nurses 144.5 sessions; 3.85 WTE, Health Care Assistants 42.5 sessions :1.13 WTE and 527.50 :14.06 WTE of non-clinical including operations management.

Surrey Docks Health Centre: 44 GP sessions including partners: 4.88 WTE, Advanced Nurse Practitioners 37.5 sessions: 1 WTE, Practice Nurses 67.5 sessions; 1.80 WTE and 625.75, Health Care Assistants 61.50 sessions: 1.64 and: 428.5: 11.42 WTE of non-clinical including operations management.

Nexus employs two WTE pharmacist and has recruited a further two WTE.

Data Team across Nexus: 173 sessions: 4.61 WTE

Corporate Team including SMT across Nexus 407 sessions: 10.85 WTE.