

# Woodlands Primary Care

## 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?

Good 

Are services well-led?

Good 

# Overall summary

Woodlands Primary Care is an NHS GP practice location in the London Borough of Bexley.

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

This was a comprehensive announced inspection carried out on 9 March 2020. We rated the location as good overall. We previously inspected Woodlands Primary Care on 15 July 2015 and the practice was rated Good overall and for all the population groups.

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 for the population groups.

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

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- Appropriate standards of cleanliness and hygiene were met.
- There were arrangements in place for the maintenance of safe premises.
- The practice maintained records of staff training on topics that supported their provision of safety systems and processes

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. The practice held regular multidisciplinary meetings and detailed records of discussions and action points were retained.
- Staff worked together and with other organisations to deliver effective care and treatment.

- The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.

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.
- Patient feedback from GP patient survey results were in line with local and national averages.

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

- The practice organised and delivered services to meet patients' needs.
- Complaints were managed in a timely fashion and detailed responses were provided.

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

- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There were clear and effective processes for managing issues and performance.
- The provider had an active patient participation group and there were structured feedback and engagement mechanisms for patients.
- There was evidence of continuous improvement or innovation.
- Staff provided positive feedback about working at the service which indicated a good working culture.

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

- Make arrangements so staff vaccinations are in line with published guidance or have appropriate risk assessments in support of any decisions to operate in contradiction to the published guidance.
- Continue to work to identify and provide support to people with caring responsibilities.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

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

## Our inspection team

Our inspection team comprised of a CQC lead inspector accompanied by a GP specialist advisor and a second CQC inspector.

## Background to Woodlands Primary Care

Woodlands Primary Care is an NHS GP practice located in Sidcup in the London Borough of Bexley. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the regulated activities: diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services.

Woodlands Primary Care is situated within the NHS Bexley Clinical Commissioning Group (CCG) and provides services to 10,050 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has four GP partners (three male and one female), two nurse practitioners, two practice nurses, two healthcare assistants (HCAs), a practice manager, an assistant practice manager and an extensive administrative team. The practice is registered as a GP

training practice and provides training opportunities for doctors seeking to become fully qualified GPs (registrars). At the time of this inspection there were two GP registrars in training at the practice.

The practice is open from 8am until 6.30pm Monday to Friday. A walk-in surgery operates from 10am to 11am Monday to Friday. Pre-bookable appointments are available from 8.30am to 11.30am and 3pm to 6pm. Extended hours operate from 7.30am to 8am and 6.30pm to 7pm. Emergencies are covered by the NHS 111 service.

As part of a national initiative, local GP Practices are working together to offer patients better access to GP appointments. Weekday evening and weekend surgeries are now available for patients at two GP hubs in the local area. These GP hub appointments are for routine general practice issues and not for emergency care. The GP hubs were located at the Queen Mary's Hospital, Sidcup and the Erith and District Hospital sites.

The practice is in an area of low deprivation, scoring nine on the deprivation measurement scale. The deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.