

Denmark Road Surgery

Inspection report

3 Enmore Road
London
SE25 5NT
Tel:

Date of inspection visit: 26 April 2023
Date of publication: 08/05/2023

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



Overall summary

We carried out an announced focused inspection at Denmark Road Surgery on 26 April 2023 to follow up on breaches of regulations and management of access to appointments. Overall, the practice is rated as Good.

Safe – Good

During our previous inspection of Denmark Road Surgery on 15 October 2021 the practice was rated as Requires Improvement in Safe (Good overall) for issues in relation to safety systems and records and medicines management. In this inspection, we found that the provider had addressed these issues.

The full reports for previous inspections can be found by selecting the 'all reports' link for Denmark Road Surgery on our website at www.cqc.org.uk

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:

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

We have rated this practice as Good overall

We found that:

- The practice had undertaken premises security risk assessments and had taken appropriate actions.
- The provider ensured they identified and coded patients with commonly undiagnosed conditions and monitored them appropriately.
- 97% of patients with a learning disability had received an health check during 2022/2023.
- The practice had taken actions to improve uptake for cervical screening. Unverified data shared by the provider (1 April 2023) indicated that the uptake for cervical screening had improved and they had achieved the 80% target.
- The practice had taken actions to improve uptake for childhood immunisations. Unverified data for 2022/2023 shared by the provider indicated that the uptake for childhood immunisations had improved.

Overall summary

- The provider had reviewed the findings of the national GP patient survey results in 2022, had identified areas for improvement and implemented an action plan. They had also reviewed the feedback from the friends and family test (FFT) since April 2022, identified areas for improvement and implemented an action plan. The FFT results for the Jan to March 2023 indicated that 88% of the patients recommend this practice to their friends and family.
- The data and evidence we reviewed in relation to the responsive key question as part of this inspection did not suggest we needed to review the rating for responsive at this time. Responsive remains rated as Good.
- People were able to access appointments in a timely way and there were arrangements in place to access care outside of core hours.

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 and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector undertook a site visit.

Background to Denmark Road Surgery

Denmark Road Surgery is located in London at:

Woodside Health Centre

3 Enmore Road

London

SE25 5NT

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

The practice is situated within the Croydon area of South West London Integrated Care Board (ICB) and delivers to a patient population of about 5,900.

The practice is part of a wider network of GP practices is was part of the Croydon GP Super Network Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (4 of 10). The lower the decile, the more deprived the practice population is relative to others.

The clinical team at the surgery is made up of one full time male and one part-time female GP partners, three part-time female salaried GPs, a female locum practice nurse, a female healthcare assistant and a female phlebotomist. The non-clinical practice team consists of a practice manager, a reception team leader and eight administrative or reception staff members.

The practice is open between 8am to 6:30pm Monday to Friday. Extended access GP appointments are available between 6:30pm and 8pm on Wednesdays in the practice and between 6:30pm and 8pm Monday to Friday and between 8am and 12pm on a Saturday in a local practice and also between 8am and 8pm 7 days a week in the GP hubs in Croydon.