

Sidcup Medical Centre

Quality Report

2 Church Avenue

Sidcup

Kent

DA14 6BU

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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 service

Good



Are services caring?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Sidcup Medical Centre on 30 November 2016. The practice was rated good overall and requires improvement for providing services that were caring. The full comprehensive report from the November 2016 inspection can be found by selecting the 'all reports' link for Sidcup Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced desk-based review carried out on 14 September 2017 to confirm that the practice had carried out their plan to meet the recommendations we made in our previous inspection on 14 September 2017. This report covers our findings in relation to those recommendations made at our last inspection.

At our previous inspection undertaken on 30 November 2016, we rated the practice as requires improvement for providing caring services as:

- The practice had only identified 61 patients (less than 1%) as having caring responsibilities.

The practice is now rated as good for the key question: Are services caring?

Our key findings were as follows:

- The practice had taken action in response to our recommendation. The practice had increased the numbers of patients on their carers register to 125 patients which equated to 1.37% of their 9134 patient list.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services caring?

The practice is rated as good for key question: Are services caring?

- The practice had increased the numbers of patients on their carers register to 125 patients which equated to 1.37% of their 9134 patient list.

Good



Sidcup Medical Centre

Detailed findings

Background to Sidcup Medical Centre

The practice is based within Church Avenue Surgery, 2 Church Avenue, Sidcup, Kent, DA14 6BU and has a branch site surgery located two miles away. The practice is situated in a residential area and car parking is available to the front of the premises.

The practice staff includes one male and one female GP partners and two male and one female salaried GPs providing a total of 33 sessions per week, two female advanced nurse practitioners completing 15 sessions per week and two female practice nurses completing 32 hours per week, one female healthcare assistant completing 25 hours per week, a practice manager and a team of reception/administrative staff.

The practice is open from 8am to 6.30pm Monday to Friday. There was also an early morning clinic from 7am to 8am twice a week and a late night clinic from 6.30pm to 8.30pm once a week to accommodate people who could not attend in working hours. Outside of these hours, cover was provided by the out of hours GP service accessed through the NHS 111 service.

The practice looks after eight care homes, with over 500 care home residents.

Sidcup Medical Centre is one of a number of GPs covered by Bexley Clinical Commissioning Group (CCG). It has a patient list of around 9100. Bexley is in the seventh least deprived decile. The practice provides services to patients under a Personal Medical Services contract (an agreement between NHS England and general practices for delivering personal medical services).

On its patient list the practice has significantly more females and males over 85 than the national average.

The practice is registered with the CQC to provide the following regulated activities:

- Treatment of disease, disorder or injury;
- Maternity and midwifery services;
- Family planning;
- Diagnostic and screening procedures

Why we carried out this inspection

We undertook a comprehensive inspection of Sidcup Medical Centre on 30 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection on November 2016 can be found by selecting the 'all reports' link for Sidcup Medical Centre on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of Sidcup Medical Centre Surgery on 14 September 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice had followed our recommendations.

How we carried out this inspection

We carried out a desk-based focused inspection of Sidcup Medical Centre on 14 September 2017. This involved reviewing evidence that:

Detailed findings

- The practice had increased the identification of patients on their list who have caring responsibilities.

Are services caring?

Our findings

At our previous inspection on 30 November 2016 we rated the practice as requires improvement for providing caring services as they had only identified 61 patients on their list as having caring responsibilities this was less than 1% of their patient list.

These arrangements had improved when we undertook a follow up inspection on 14 September 2017. The practice is now rated as good for providing caring services.

Patient and carer support to cope emotionally with care and treatment

The practice reviewed their patient list including their learning disability and frail elderly registers. Through this exercise the practice identified an additional 64 patients who had caring responsibilities since our last inspection. Consequently the practice now had 125 patients on their carers list (1.37% of the practice's 9134 population). The practice told us that each of these patients had been spoken to individually and offered support via a local carer support service.