

Northumberland Heath Medical Centre

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

We carried out an announced comprehensive inspection at Northumberland Heath Medical Centre on 3 January 2019 as part of our inspection programme.

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 good for all population groups other than long term conditions which is rated as requires improvement.

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- 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.
- Governance processes were established and embedded.
- Safety alerts, although dealt with in an effective manner with patient searches run and appropriate action taken, were not recorded in one central location so that access could be gained by all staff.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

Whilst we found no breaches of regulations, the provider **should:**

- Introduce a central recording system for safety alerts so that progress and completion can be seen by anyone in the practice.
- Ensure that all staff receive training specifically in relation to the 'red flag' sepsis symptoms that might be reported by patients.
- Consider ways in which the exception reporting rate for diabetes could be reduced so that more individuals have access to appropriate support, care and treatment.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser.

Background to Northumberland Heath Medical Centre

Northumberland Heath Medical Centre is located in Erith in the London Borough of Bexley and is one of 31 practices serving the NHS Bexley CCG area. It is based in a purpose built building designed specifically for use as a GP surgery.

The practice has three partners who are contracted to provide Personal Medical Services (PMS) and who are registered with the CQC for the following regulated activities: treatment of disease, disorder or injury, maternity and midwifery services, family planning, surgical procedures and diagnostic and screening procedures at one location.

The practice increased its list size from 9,500 to 14,000 patients following a merger with The Parkside surgery in October 2017. The revised list size has remained quite stable, although an increase is anticipated following the closure of Cairgall medical centre in March 2019 when their patients will not be allocated to another practice, but encouraged to register at nearby practices.

The practice currently provides primary medical services to approximately 14,000 patients. The practice also employs three salaried GPs who worked full time. There are also three practice nurses, one of whom is a nurse practitioner, a nursing assistant, a practice manager, and a practice administrator. There are 10 other reception and administrators at the practice.

The practice provides a range of services including maternity care, childhood immunisations, chronic

disease management and travel immunisations and also a number of enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, minor surgery, coil fitting, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.

The practice is open from 8:00am until 6:30pm Monday to Friday and provided extended hours on Mondays with one Doctor and one Nurse. The first appointment is at 6.30pm and the last appointment at 7.20pm.

There is an early morning surgery on Monday and Thursday morning between 7.00am and 8.00am when both nurse and GP appointments are available.

Outside of normal opening hours the practice uses a locally based out of hours provider.

Twenty one percent of the registered practice population were from Black, Asian and Minority Ethnic groups with the remaining 79% being white.

Information published by Public Health England rates the level of deprivation within the practice population group as fifth on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.