

Selsdon Park Medical Practice

Inspection report

97 Addington Road
Selsdon
South Croydon
CR2 8LG
Tel: 02086570067
www.selsdonparkmedicalpractice.co.uk

Date of inspection visit: 12 December 2023
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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 responsive to people's needs?

Good 

Overall summary

We carried out an announced focused assessment at Selsdon Park Medical Practice on 12 December 2023. Overall, the practice is rated as good.

Safe - not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive – good

Well-led - not inspected, rating of good carried forward from previous inspection

Following our previous inspection on 28 and 29 September 2022 the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Selsdon Park Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the review

This assessment was carried out remotely. It did not include a site visit.

The process included:

- Conducting an interview with the provider and members of staff using video conferencing.
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider.
- Reviewing data we hold about the service
- Seeking information/feedback from relevant stakeholders

Overall summary

Our findings

We based our judgement of the responsive key question on a combination of:

- what we found when we met with the provider
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- The practice had performed above national averages in all of the indicators regarding access.
- The practice had a significant positive variation regarding patient satisfaction with access to the practice by phone, a significant positive variation regarding patient satisfaction with appointment times and a positive variation regarding the overall experience of making an appointment. The practice had indicators that were comparable in data terms, but still higher than the national average regarding satisfaction with the appointment offered.
- During the assessment process, the provider highlighted the actions they have taken to make improvements to the responsiveness of the service for their patient population. They also identified the areas to be put in place to continue this improvement, including a cloud based telephony system.
- The practice worked collaboratively with its primary care network to ensure additional types of appointments and extended hours were available.
- The practice dealt with complaints in a timely manner and learned from them.

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 Health Care

Our inspection team

Our inspection was led by a CQC lead inspector.

Background to Selsdon Park Medical Practice

Selsdon Park Medical Practice is located within the London Borough of Croydon in South-West London and delivers primary medical services from:

97 Addington Road

Selsdon

South Croydon

CR2 8LG

Mitchley Avenue Surgery (branch) is located at:

116 Mitchley Avenue

Sanderstead

South Croydon

Surrey

CR2 9HH

The provider is registered with the Care Quality Commission (CQC) to provide the regulated activities of treatment of disease, disorder or injury, maternity and midwifery services, surgical procedures and diagnostic and screening procedures.

The practice is situated within the South-West London Integrated Care System (ICS) and has a patient population of about 17,590.

The practice is part of a wider network of GP practices. It is part of the SPC (Selsdon, Purley, Coulsdon) Health Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the eighth decile (8 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 10% Asian, 7% Black, 78% White, 4% Mixed, and 1% Other.

The clinical team at the surgery is made up of four part-time male GP partners and a part-time female GP partner and nine part-time salaried GPs. There are 9 people in the nursing team some of whom are independent prescribers. There are associated health care professionals including a prescribing paramedic practitioner. The GPs are supported at the practice by a management team and a team of reception/administration staff. The practice is open between 8am to 6:30pm Monday to Friday.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Extended hours GP appointments are available between 7:30am and 8am Tuesday, Wednesday and Thursday and extended hours GP and nurse appointments are available between 6:30pm and 8pm on Mondays, Tuesdays and Wednesdays.

Extended access is also provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by 111.