

# Addington Medical Practice

## Inspection report

Parkway Health Centre, Parkway  
New Addington

Croydon

CR0 0JA

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[www.addingtonmedicalpractice.co.uk](http://www.addingtonmedicalpractice.co.uk)

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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?

Requires improvement 

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 Addington Medical Practice on 12 February 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.

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

- The practice had not consistently identified and acted upon risks, including those associated with staff recruitment and infection control.

We rated people whose circumstances may make them vulnerable as **requires improvement** for effectiveness as at the time of the inspection the practice had no mechanism to register patients without an address.

Although we rated all of the population groups as good for responsiveness, the rating for effectiveness means that people whose circumstances may make them vulnerable was rated as **requires improvement**.

All of the other population groups were rated as good.

We rated the practice as **good** for providing effective, caring, responsive and well-led services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- There was compassionate and inclusive leadership, and a number of effective systems and processes.

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

- Ensure that care and treatment is provided in a safe way.
- Ensure sufficient numbers of suitably qualified, competent, skilled and experienced persons are deployed to meet the fundamental standards of care and treatment.

(Please see the specific details on action required at the end of this report).

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

- Review how patients with caring responsibilities are identified and recorded on the clinical system so their needs can be identified and met.
- Review newly-implemented system so patients without an address can register.
- Review complaints process and arrangements so patients receive details of the action they could take if unhappy with the practice's response.

## 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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor.

## Background to Addington Medical Practice

Addington Medical Practice is based in Croydon. The practice provides primary care services to 3,300 patients.

The ethnicity of patients is mainly white British with a small mixed number of Asian and Black Caribbean patients. The average life expectancy for the practice is 79.4 for males and 81.6 for females. This is generally in line with local and national averages for males, but slightly below the local and national average for females (83.2). The practice's age profile is similar to that of an average practice in England (26.1% aged under 18, 15.6% aged over 65+, 7.5% aged over 75). The Index of Multiple Deprivation is the official measure of relative deprivation for small areas in England. The areas are ranked on deciles, with one being the most deprived and 10 being the least deprived. The area where the practice is based is on the third decile.

The practice has two premises. It has space in Parkway Health Centre, which also houses other practices. It also has a branch surgery at 7 Gravel Hill, Croydon, CR0 5BG. During this inspection we visited both sites.

The practice has two GP partners (one male and one female) and a male long term locum GP. The practice has a practice manager, seven reception staff, one health care assistant and a practice nurse providing 16 hours per week. At the Parkway Health Centre, the practice shares practice nurses supplied by Croydon Health Services.

The practice holds a Personal Medical Services (PMS) contract for the delivery of general medical service. Personal Medical Services (PMS) agreements are locally agreed contracts between NHS England and a GP practice. The practice has opted out of providing out-of-hours services to their own patients. A local out of hours service is used to cover emergencies.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment  The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular: risks from infection. The registered persons had not all ensured that all of the people providing care and treatment had the qualifications, competence, skills and experience to do so safely. In particular: staff not employed directly.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 18 HSCA (RA) Regulations 2014 Staffing  The registered person had failed to ensure that sufficient numbers of suitably qualified, competent, skilled and experienced persons were deployed in order to meet the requirements of fundamental standards in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. In particular: staff not employed directly. The service provider had failed to ensure that persons employed in the provision of a regulated activity received such appropriate support, training, professional development, supervision and appraisal as was necessary to enable them to carry out the duties they were employed to perform. In particular: staff not employed directly.