

Waverley PMS

Inspection report

The Waverley Practice
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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 undertook a targeted assessment of the responsive key question at Waverley PMS. The rating for the responsive key question is good. As the other key questions were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain 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 10 January 2019 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 Waverley PMS on our website at www.cqc.org.uk

Why we carried out this assessment

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

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 assessment

This assessment was carried out without a site visit

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

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

Overall summary

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

We found that:

- Patients could mostly access care and treatment in a timely way and patient satisfaction with access to the service had improved over the previous year.
- The practice constantly monitored and reviewed the appointment system to ensure appointments were offered to meet patient demand.
- Complaints were listened and responded to.

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 team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Waverley PMS

Waverley PMS is located at: 37 Waverley Crescent, Plumstead, London, SE18 7QU

The practice has a branch surgery at: 209 Wickham Street, Welling, Kent, DA16 3LP

The provider is registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury. These are delivered from both sites.

The practice is situated within the South East London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 4,380. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices: Heritage Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth lowest decile (5 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 52% White, 21% Black, 17.3% Asian, 5.1% Mixed, and 4.7% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of 4 GPs who provide cover at both practices. The practice has a team of 2 nurses who provide nurse led clinics for long-term conditions at both the main and the branch location. The GPs are supported at the practice by a team of reception and administration staff. The practice manager is based at the main location to provide managerial oversight.

The main surgery in Plumstead is open between 8 am to 6.30 pm Monday to Friday. The branch surgery in Welling is open between 9am to 1pm on Monday, Tuesday, Wednesday, and Friday. The branch surgery is closed on Thursday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

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