

Auckland Surgery

Inspection report

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Upper Norwood
London
SE19 2DF
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Date of inspection visit: 14 and 15 December 2022
Date of publication: 06/01/2023

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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Auckland Surgery on 14 December 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection in April 2022, the practice was rated requires improvement overall and for key questions effective and well-led but inadequate for the key question safe. Caring and responsive were rated good. A warning notice was served, which required the practice to make improvements in medicines management, monitoring of patients, and staff training.

An announced focused inspection was carried out in July 2022 to check whether the provider

had addressed the issues in the warning notice served following the last inspection. We found that the provider had improved to comply with the regulations and staff were continuing to progress and embed those improvements.

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

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities and to check whether the provider has managed to sustain and build on improvements made since the last inspection.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

Overall summary

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 found that:

- The practice was monitoring patients on high risk medicines adequately.
- The practice was monitoring patients with long-term conditions adequately.
- There was safeguarding registers in place.
- Patient Group Directives were being completed correctly.
- Staff training was being routinely carried out.
- There was evidence of governance and quality assurance processes in place for patient monitoring, clinical audits, significant events, complaints, safeguarding and patient feedback.
- Patients told us they received caring and efficient treatment at this practice.
- Feedback and complaints were responded to in a timely manner.
- The practice were proactive in implementing improvements and considering feedback.

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

- Implement systems and processes to link and code families where a safeguarding concern is identified.
- Take action to safely dispose of out of date emergency medicines in a timely manner.
- Implement formal, documented reviews of prescribing for non-medical prescribers and ensure all staff are receiving formal supervision in addition to annual appraisals.
- Continue to consider ways to improve childhood immunisations and cervical screening uptake.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Auckland Surgery

Auckland Surgery is located in South West London at:

84a Auckland Road

London

SE19 2DF

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the South West London Integrated Care Systems (ICS) in Croydon and delivers Personal Medical Services (PMS) to a patient population of about 7500. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, and is part of 1 Thornton Heath PCN and the Croydon GP Collaborative Federation.

The surgery is purpose built, over two floors with four consulting rooms and two treatment rooms. There is onsite parking for both staff and patients, including disabled parking, and the area is well served by public transport. The building is accessible for people with mobility issues. All the consulting rooms are on the ground floor, along with a toilet with disabled access.

Currently, five doctors work at the practice: two male and three female. Three of the doctors are partners and there are two salaried GPs. The GPs are supported by two nurses, a pharmacist and a large primary care network team of additional clinicians and specialists.

The practice is generally open 8am to 6.30pm Monday to Friday. Out of hours services are provided by NHS 111.

Appointments with GPs are available on:

- Monday: 8am to 5.40pm
- Tuesday: 7.30am to 5.40pm
- Wednesday: 7.30am to 6.10pm
- Thursday: 8am to 6.10pm
- Friday: 7.30am to 6pm
- Saturday: 8.30am to 10.30am