

Ravensbury Park Medical Centre

Inspection report

Ravensbury Lane
Mitcham
CR4 4DQ
Tel:

Date of inspection visit: 10 August 2021
Date of publication: 08/09/2021

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 Ravensbury Park Medical Centre on 10 August 2021 as part of our inspection programme. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective – Good

Caring - Good

Responsive Good

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Ravensbury Park Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

At our last inspection in October 2019 we rated the practice as Requires Improvement overall. We served the practice with a requirement notice during that inspection.

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.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections. This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Requesting evidence from the provider in advance of the site visit .

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected

Overall summary

- 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 requires improvement for one population groups; children and families though there were significant improvement on uptake rates for childhood immunisations.

We found that:

- The practice had made significant improvements. The practice leaders had recognised the impact the issues regarding disputes within the partners were having on the practice management and patient care. The disputes had been settled.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Sufficient clinical staff were in post to provide clinical cover.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Access to care had been improved at the practice with patients' feedback largely positive about their experience of accessing the practice.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Patients could access care and treatment in a timely way.

The provider should:

- Should continue efforts to increase childhood immunisations uptake and cervical smear screening.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector and GP specialist advisor who undertook a site visit with the inspector.

Background to Ravensbury Park Medical Centre

The registered provider of the service is Ravensbury Park Medical Centre.

Regulated activities are delivered to the patient population from the following address:

Ravensbury Lane, Mitcham, Surrey CR4 4DQ.

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

Ravensbury Park Medical Centre provides services to 5439 patients in Mitcham, Surrey and is one of 23-member practices of Merton Clinical Commissioning Group (CCG). Information published by Public Health England shows that deprivation within the practice population group is in the sixth lowest decile (two 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 approximately 41% are White or White British, 34% are Black or Black British, 17% are Asian or Asian British and 8% are other or mixed ethnic backgrounds. The age distribution of the practice population closely mirrors the local and national averages.

Ravensbury Park Medical Centre operates from a purpose built and accessible medical center, including five consulting rooms, one treatment room, a reception and waiting area and two patient toilets on the ground floor and the first floor comprises staff offices and facilities.

There are four GPs consisting of two salaried GPs, two GP partners. Patients are able to see male or female GPs. One full time clinical pharmacist. The nursing team consists of two part-time practice nurses, full time health care assistant. The clinical team is supported by a managing partner and six reception and administrative including two apprentice staff. A paramedic currently in an administrative role with be taking up post from September 2021.

Out of hours, patients are directed to the local out of hours provider for Merton CCG via 111.