

St James Medical Centre

Inspection report

189A St Jamess Road
Croydon
CR0 2BZ
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www.stjamesmedicalcentre.nhs.uk

Date of inspection visit: 10 December 2021
Date of publication: 07/02/2022

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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at St James Medical Centre on 10 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

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

Why we carried out this inspection/review

This inspection was focused on the management of access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff on site. The inspection included a site visit. Interviews were carried out with all senior management and various reception and administrative staff.

We found that:

- Patients were happy with the appointments system at this service.
- People were able to access appointments in a timely way.
- The practice offered a range of appointment types.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and make improvements.

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

Our inspection team

This inspection was carried out by one inspector.

Background to St James Medical Centre

St James Medical Centre is based in Croydon and is part of South West London Clinical Commissioning Group (CCG) 189A St James Road, Croydon, CR0 2BZ.

The core opening hours for the practice are:

Monday 08.00am – 6.30pm

Tuesday 08.00am – 6.30pm

Wednesday 08.00am – 6.30pm

Thursday 08.00am – 6.30pm

Friday 08.00am – 6.30pm

The practice list size is over 10,000. The practice population is very diverse, and the practice is in an area in London of high deprivation. The practice has a Personal Medical Services (PMS) contract. The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of; treatment of disease, disorder or injury; diagnostic and screening procedures and maternity and midwifery services. These regulated activities are provided at both locations. The practice operates from two locations, one on St. James's Road (in West Croydon), with a branch on Castle Hill (in New Addington), St James is a purpose built surgery and Castle Hill Surgery is a converted property. All patient facilities are wheelchair accessible and there are facilities for wheelchair users including an accessible toilet, and a hearing loop.

The Castle Hill practice has access to 4 doctors' consultation rooms, one nurse consultation room and one health care assistant consultation room on the ground floor. The St. James's Road practice has access to three doctors' consultation rooms, one nurse consultation room and one healthcare assistant consultant room on the ground floor.

The staff team comprises one male GP partner, one female GP partner, one non-clinical partner, four female salaried GPs and two regular locums. There are two female practice nurses, one male diabetic specialist nurse and one female health care assistant. The non-clinical staff includes a practice manager, a deputy manager, 3 admin staff, one senior receptionist and 12 reception staff. The practice was a training practice and supported final year medical students.

The practice is open between 08.00am and 6.30pm on weekdays and appointments are available throughout the day. The practice is also open between 08.00am and 1.00pm on Saturdays. When the practice is closed patients are automatically directed from the practice telephone to the NHS 111 service and are also directed to the nearby Minor Injuries Unit and local GP Hubs, both open from 8am to 8pm every day. This information is also available on their website and in the practice leaflet.