

Plumbridge Medical Centre

Inspection report

32-33 Plumbridge Street
Greenwich
London
SE10 8PA

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www.plumbridgemedicalcentre.nhs.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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Requires improvement



Are services responsive?

Good



Are services well-led?

Good



Overall summary

This practice is rated as good overall. The practice was previously inspected on 7 November 2018. At that inspection the rating for the practice was requires improvement overall.

We carried out an announced focused inspection at Plumbridge Medical Centre to follow up on breaches of regulations identified during the inspection carried out on 7 November 2018.

This inspection focused on the key questions effective, caring and well-led.

We rated the practice as good overall with the following key question ratings:

Effective – requires improvement

Caring – requires improvement

Well-led – good

Three of the six population groups were rated good. People with long-term conditions, people families, children and young people, and working age people were rated requires improvement.

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

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 and the public.

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

- The practice was below the minimum child immunisation uptake rate.
- The percentage of women eligible for cervical cancer screening who were screened was below target.

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

- The practice’s performance in the GP Patient Survey was significantly below the CCG and national average in one of the indicators and trending negative in the remaining three. The practice had failed to address these areas in the internal patient survey.

Additional findings:

- We received 33 comment cards, 31 were wholly positive about their overall experience within the practice, the remaining two mentioned long waiting times at the practice for their GP appointment.
- Processes were in place to support patients who are bereaved and carers.
- The patients we spoke to said they felt treated with respect and dignity and their healthcare professional listened to them during consultations.

We rated the practice as **good** for providing well-led services because:

- Governance of the practice assured the delivery of high-quality and person-centred care, supported learning and innovation, and promoted an open and fair culture.
- Staff said they felt supported to do their role and that there was an open-door policy.
- Leaders were aware of the challenges within the population and were working towards taking steps to address them, i.e. social prescriber, support of the medicine management team, started to code carers, began tracking referrals.
- Staff were clear about their roles and responsibilities

The areas where the provider should make improvements are:

- Take action to increase the uptake of childhood immunisations and cervical screening.
- Take action to improve the practice’s offering to patients that are carers.
- Take action to appropriately monitor results from the GP patient survey to improve outcomes for patients where necessary.

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	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
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. The team included a GP specialist adviser.

Background to Plumbridge Medical Centre

Plumbridge Medical Centre is in the Royal Borough of Greenwich. The Greenwich Clinical Commissioning Group (CCG) is responsible for commissioning health services for the locality. The practice operates from a purpose-built accommodation and provides services to 2450 registered patients. The practice age distribution differs from the national average in that they have a lower than average patient population aged over 65 years. The practice is located within an area rated four out of 10 on the index of multiple deprivation decile (one equals the most deprived area).

The provider is registered with the CQC as an individual. Services are provided from one location at 32 Plumbridge Street, Greenwich SE10 8PA. The practice is registered

with the CQC to provide the regulated activities of maternity and midwifery services; treatment of disease, disorder and injury and diagnostic and screening procedures.

Clinical services are provided by the full-time lead GP (female), a locum GP (female) providing three sessions per week, a practice nurse (female) providing two sessions per week and a clinical pharmacist providing one session a week.

Administrative services are provided by a part-time practice manager, a part-time assistant practice manager, and four part-time reception staff.