

# Oaks Park Medical Centre

## Inspection report

17 Oakfield Road  
London  
SE20 8QA  
Tel: 02087788027  
www.parkpracticeanerley.co.uk

Date of inspection visit: 13 May 2021  
Date of publication: 28/05/2021

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 effective?

Good 

# Overall summary

We carried out a review of Oaks Park Medical Centre on 13 May 2021 Overall, the practice is rated as Good

Set out the ratings for each key question

Effective - Good

Following our previous inspection on 16 January 2019, the practice was rated Good overall and for the key questions safe, caring, responsive and well-led. The practice was rated requires improvement for providing effective services and issued a requirement notice for Regulation 12 Safe care and treatment.

The full reports for previous inspections can be found by selecting the 'all reports' link for Oaks Park Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this review

This review was a focused review of information without undertaking a site visit to follow up on breaches of Regulation 12 Safe care and treatment. At the last inspection we found;

- Child immunisation rates were below the World Health Organisation target.
- Patients with long term conditions, mental health and cervical screening data were below the local and national averages.

We also followed up on 'should' actions identified at the last inspection. Specifically;

- Complete induction checklists for all new staff.
- Continue to monitor and act upon patient accessibility with telephone access.

## How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out without visiting the location by requesting documentary evidence from the provider.

## Our findings

We found that:

The practice had made the necessary improvements to ensure care and treatment was provided in a safe way to patients;

- Childhood immunisation figures had improved since the last inspection.
- Patients with long term conditions, mental health and cervical screening data had also improved since the last inspection.

The practice had continued to monitor and act upon patient accessibility with telephone access.

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

# Overall summary

- Continue to monitor and Improve cervical screening uptake to bring in line with the England average.
- Continue to monitor Personalised Care Adjustments (PCA) rates ensuring the practice is exploring all possible options to engage with patients.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector who reviewed evidence sent by the provider without visiting the location.

## Background to Oaks Park Medical Centre

Oaks Park Medical Centre provides services to 8000 patients in the Penge area of south east London under a Personal Medical Services contract (a locally agreed contract between NHS England and a GP practice. The practice sits within the Bromley clinical commissioning group (CCG) which has 45-member practices serving a registered patient population of more than 340,000.

Oaks Park Medical Centre is located in a new purpose-built building, the premises are shared with another practice but the operations for both practices are separate. Services are provided from one location at 17 Oakfield Road London SE20 8QA.

The practice is set out over two floors. Facilities include eight consultation rooms all on the first floor, a baby feeding room, a shared reception area on the ground floor, a room on the ground floor for patients if they want to talk in private, and a shared patient waiting area on the first floor. The premises are wheelchair accessible and has a lift. There are three accessible toilets, two on the first floor one on the ground floor. There is a hearing loop for patients with hearing impairments.

The staff team at the practice consists of two GP partners, two female and five female salaried GPs, one male. There is also a practice manager, an assistant practice manager, two practice nurses and administrators/ receptionists. The service is provided from this location only. The population in this CCG area is predominantly white British. The second highest ethnic group is black British. The practice sits in an area which rates within the third most deprived decile in the country, with a value of 30.1 compared to the CCG average of 15.2 and England average of 21.8 (the lower the number the less deprived the area).

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

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.