

Violet Lane Medical Practice

Inspection report

231 Violet Lane
Croydon
Surrey
CR0 4HN
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www.violetlanemedicalpractice.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

Good 

Are services safe?

Good 

Overall summary

We carried out an announced focused inspection at Violet Lane Medical Practice on 29 May 2019 to follow up on the breaches of regulation.

At the last inspection in April 2018 we rated the practice as requires improvement in safe because:

- The provider did not have a clear system in place to manage medicines and safety alerts and had not undertaken risk assessments to ensure safe care for all staff and service users.
- The provider did not ensure staff received training appropriate to their role.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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 have rated this practice as good overall and good for all population groups.

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen.

- The provider had a clear system in place to manage medicines and safety alerts.
- The provider had undertaken a comprehensive fire risk assessment and addressed the recommendations; they also undertook regular risk assessments for the ongoing building works in the premises to ensure safety of staff and patients.
- All staff had undertaken training appropriate to their role.

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

- Consider reviewing the health and safety risk assessment of the premises once the building works are completed.
- Continue to improve uptake of childhood immunisations.
- Continue to improve outcomes for patients with long-term conditions.
- Improve communication for patients with hearing impairments.
- Review practice procedures to ensure the Patient Participation Group (PPG) is re-established.

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

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Violet Lane Medical Practice

Violet Lane Medical Practice provides primary medical services in 231 Violet Lane, Croydon CR0 4HN to approximately 11,000 patients and is one of 52 practices in Croydon Clinical Commissioning Group (CCG). The practice could be accessed by the following link .

The clinical team at the surgery is made up of two full-time male GP partners, one full-time female salaried GP, two long-term locum GPs, one female nurse practitioner/manager, three female practice nurses and a female phlebotomist. The non-clinical practice team consists of a practice manager and ten administrative or reception staff members.

The provider was in the process of building three new consulting rooms; the provider informed us that this will improve access for patients.

The practice population is in the fourth most deprived decile in England. The practice population of children is above the CCG (Clinical Commissioning Group) and national averages and the practice population of older people is below the CCG and below the national average.

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