East Croydon Medical Centre

Inspection report

59 Addiscombe Road
Croydon
CR0 6SD
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www.eastcroydonmc.co.uk

Date of inspection visit: 3 March 2022
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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	Not inspected
Are services safe?	Inspected but not rated
Are services well-led?	Inspected but not rated

Overall summary

We previously carried out an announced comprehensive inspection of East Croydon Medical Centre (Clinical record review 12 October 2021, site visit 11 October 2021, staff interviews 27, 29 September and 13 October 2021). At that inspection, we found the practice was in breach of Regulation 12 Safe care and treatment of the Health and Social Care Act 2008. In line with the CQC's enforcement processes, we issued a warning notice which required East Croydon Medical Centre to comply with the regulations by 28 January 2022.

The East Croydon Medical Centre is currently rated as requires improvement overall (requires improvement for the key questions of safe, of effective, and well-led, and good for the key question of caring and responsive).

The full report of the practice's previous inspection can be found by selecting the 'all reports' link for East Croydon Medical Centre on our website at www.cqc.org.uk.

We carried out this announced focused inspection of the East Croydon Medical Centre on 3 March 2022 and undertook a site visit to check whether the provider had addressed the issues in the warning notice, and now met the legal requirements. At this inspection we found the breaches of regulation in our warning notices had now been complied with. This report covers our findings in relation to those specific areas, is not rated, and does not change the current ratings held by the practice.

How we carried out the inspection

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 inspections differently.

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:

- A short site visit
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

Our findings

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.
- Information from the provider and other organisations.

Following our methodology, we have not rated the practice at this inspection.

At the inspection on 3 March 2022, we found the provider had taken effective actions to address the issues we identified at the previous inspection.

Overall summary

- Appropriate clinical monitoring was in place for patients prescribed ACE Inhibitors (medicines used to lower blood pressure).
- The practice had an effective policy for staff immunisations that was implemented and which it was continuing to embed.
- Emergency medicines and equipment were fit for use and appropriate checking systems were in place.
- Systems for the vaccine cold chain had been maintained and were effective.

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

- Continue to review effectiveness of actions taken as part of quality improvement activity.

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

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

Background to East Croydon Medical Centre

East Croydon Medical Centre is usually located in Croydon South London at:

59 Addiscombe Road, Croydon. CR0 6SD

However, due to renovation work the service is currently being delivered from another location at:

East Croydon Medical Centre, Impact House, 2 Edridge Road, Croydon. CR0 1FE

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the South West London Clinical Commissioning Group, in Croydon (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 20,500 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices including another practice operated by this provider, and a separate third practice. There is a team of five full time GPs; one male and four females. The practice has a team of four female nurses, two pharmacists and two pharmacists from the local primary care network. The practice also employs two healthcare assistants, and a physician's associate The GPs are supported at the practice by a team of reception/ administration staff and a practice and operations manager, both are full time.

The practice is open 8am to 6.30pm Monday to Friday. GP appointments are available Monday to Friday 9am to 1pm and 2pm to 6pm. Extended access is provided locally by one of three GP hubs, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.

Information published by Public Health England report deprivation within the practice population group as six out of 10. The lower the number the higher rate of deprivation. The practice has a lower proportion of patients with long-term health conditions compared to other practice's

nationally. The practice has an ethnically diverse population with 12% of the population being black, 54% white, 26% Asian and the rest of the practice population being from other ethnic backgrounds.