

Bexley Group Practice

Inspection report

76-78 Upper Wickham Lane
Welling
DA16 3HQ
Tel: 0203 691 0730
bexleygrouppractice.co.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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Bexley Group Practice on 20 March 2019 as part of our inspection programme.

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 provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. They had particularly focussed on improving patients' access care and treatment in a timely way, and offered appointments at times and in formats to suit different groups in their patient population.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Review their arrangements for the completion of staff appraisals and ensure staff receive this support as per the provider's policy.
- Review their quality improvement activities arrangements to ensure they demonstrated improvements in patients' outcomes
- Improve their communications with patients about their changes from telephone consultations to online consultations and provide clear signposting to patients for alternatives to online consultations where remote consultations are required or preferred.
- Review and adequately monitor patient satisfaction following attempted appointments access 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

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
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 advisor, a practice manager specialist advisor and a second CQC inspector.

Background to Bexley Group Practice

The registered provider, Bexley Group Practice, provides NHS general practice services at its main location of the same name located at 76 - 78 Upper Wickham Lane, Welling, Kent DA16 3HQ. The practice has a branch surgery at 24 Station Rd, Belvedere, Kent, DA17 6JJ. We visited both sites as part of this inspection. The practice website is .

Bexley Group Practice is CQC registered to provide the regulated activities of Treatment of disease, disorder or injury, Diagnostic and screening procedures, Maternity and midwifery services and Family planning.

Bexley Group Practice has a patient population of 12318. Its deprivation decile is 7 according to the Index of multiple deprivation score, with 1 being most deprived and 10 being least deprived.

The clinical staff team include four GPs providing a combined total of 25 GP sessions per week across both of

their sites; an advanced nurse practitioner, two practice nurses, a healthcare assistant, a phlebotomist (starting in May 2019) and a clinical pharmacist. The nursing team provides 2.6 whole time equivalent nurses. The practice also has a physician associate.

The practice has become a GP training practice since our last inspection. They currently have one ST1 trainee on placement at the practice from February 2019.

The non-clinical staff are a practice manager, a care coordinator, two medical secretaries, and a team of 19 reception and administrative staff.

Patients can book appointments on the same day or up to two weeks in advance. The practice also offers a walk-in service on Monday to Thursday mornings at its main site between 8am and 10.30am, and at its branch site to the first 11 patients.