

Ingleton Avenue Surgery

Inspection report

84 Ingleton Avenue
Welling
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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 responsive to people's needs?

Good



Overall summary

We carried out an announced focused assessment at Ingleton Avenue Surgery on 18 December 2023. Overall, the practice is rated as good.

Safe - not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - good

Well-led - not inspected, rating of good carried forward from previous inspection

Following our previous inspection in January 2019, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Ingleton Avenue Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities, to look specifically at access and the other areas covered by the Responsive key question.

How we carried out the assessment

This assessment was carried out in a way without the need for a visit. We:

- assessed data
- spoke to staff using video conferencing
- looked at written evidence using video conferencing.

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 and
- information from the provider, patients, the public and other organisations.

We found that:

- The practice organised and delivered services to meet patients' needs.
- People were able to access care and treatment in a timely way.
- Complaints were listened and responded to and used to improve the quality of care.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Overall summary

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor/a member of the CQC pharmacy team who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Ingleton Avenue Surgery

Ingleton Avenue Surgery is in Bexley, in south-eastern Greater London.

The practice has male GP partner and a female non-clinical partner who are contracted to provide General Medical Services (GMS) and who are registered with the CQC for the following regulated activities: treatment of disease, disorder or injury, maternity and midwifery services, family planning, surgical procedures and diagnostic and screening procedures.

The remainder of the practice team at Ingleton Avenue Surgery is made up of a salaried and a locum GP, 3 practice nurses, an office manager, and a team of reception and administrative staff.

The practice is a training practice for doctors training to be GPs, and provides teaching to medical students.

The practice serves a population of 4,900 patients.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second highest decile (9 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 78% White, 11% Asian, 6% Black, 3% Mixed, and 3% Other.

The age distribution of the practice population was similar to the local and national averages. Compared to an average practice in the local area or in England, the practice has slightly more older and young people and fewer working age people as patients.

The practice is open between 8am – 6.30pm Monday and Friday, 7.30am - 8pm on Tuesday, and 7.30am – 6.30pm on Wednesday and Thursday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Pre-bookable appointments were also available to all patients at additional locations within the area on Saturday afternoons through a local scheme.

Outside of these times patients were directed to an out-of-hours provider.