

New Addington Group Practice

Inspection report

Parkway
New Addington
Croydon
CR0 0JA
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Date of inspection visit: 07 December 2021
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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?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at New Addington Group practice on 07 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for New Addington Group Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who undertook a site visit.

Interviews were carried out with the practice manager, assistant practice manager and the lead GP.

We found that:

- People were able to access appointments in a timely way
- The practice offered a range of appointment types
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make 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

Our inspection team

The inspection was led by a CQC lead inspector who undertook a site visit.

Background to New Addington Group Practice

New Addington Group Practice is located at:

Parkway

New Addington

Croydon

CR0 0JA

The practice has a branch surgery at:

Fieldway Medical Centre

15a Danebury

New Addington

Croydon

Surrey

CR0 9EU

The main practice is open between 08:00am- 6:30pm Monday – Friday. The branch surgery is open between 08:00-6:30pm for all weekdays apart from Tuesday when they open at 09:00am-6:30pm. The practices also offered pre-booked Saturday morning appointments at the main practice.

Extended access is provided locally by Croydon GP Hubs in three locations, where appointments were available 8am to 8pm seven days a week. When the practice is closed patients are directed to contact the local out of hours provider.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the South West London Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (**APMS**) to a patient population of approximately 11470. This is part of a contract held with NHS England.

The practices are managed by AT Medics Limited who also operate another practice in the area known as Headley Drive Surgery.

The practice is part of a wider network of GP practices known as Mayday South Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth lowest decile (5 of 10). The lower the decile, the more deprived the practice population is relative to others. The practice population of children and working age people is below the CCG and national averages and the practice population of older people is above the CCG and below the national averages.

The clinical team at the practices consists of seven GPs working a variety of sessions across all locations. The rest of the clinical team include a part – time nurse, one full time nurse, a full-time health care assistant, full time paramedic and a part- time pharmacist. The non-clinical team is made up of a regional manager, practice manager, assistant practice manager, and 15 administrative and reception staff members who all work across the practices.

The practice is a training practice for trainee GPs.

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 a choice of either the main GP location or the branch surgery.