

Addington Medical Practice

Inspection report

Parkway Health Centre, Parkway
New Addington
Croydon
CR0 0JA
Tel: 02086554013

Date of inspection visit: 10 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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Addington Medical Centre on 10 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 Addington Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection/review

This inspection was focused on the management of access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff on site. The inspection included a site visit. Interviews were carried out with all senior management and various reception and administrative staff.

We found that:

- Patients were happy with the appointment system at this service.
- 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

This inspection was carried out by one inspector.

Background to Addington Medical Practice

Addington Medical Practice is based in Croydon in Parkway Health Centre, Parkway, CR0 0JA. It is in the South West London Clinical Commissioning Group (CCG) area. The practice provides primary care services to approximately over 10,000 patients. Personal Medical Services (PMS) agreements are locally agreed contracts between NHS England and a GP practice. The provider is registered with CQC to deliver the regulated activities of diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from both sites. The ethnicity of patients is mainly white British with some Asian and Black Caribbean patients, and patients who describe their ethnicity as mixed. The practice's age profile is similar to that of an average practice in England, although the practice has slightly more younger patients and slightly fewer older patients (both approximately 3% different to the average practice in England).

On a national scale of deprivation, the area in which the practice works has a rating of 1977 out of 6900. The Croydon Clinical Commissioning Group is rated as 80 out of 191 on a scale of deprivation. The lower the number, the more deprived the practice or CCG area is relative to others. The practice has two premises: space in Parkway Health Centre (where there are also other services) and a branch surgery at 7 Gravel Hill, Croydon, CR0 5BG. In 2020 the practice merged with Dr Baskaran & Partners (which was also based at Parkway Health Centre). The practice now has five GP partners (three male and two female). The practice has a practice manager and a team of non-clinical staff, a practice nurse and three health care assistants.

In line with national guidance, patients are offered GP appointments via telephone or face to face to reduce the risk of infection during the pandemic. If the GP needs to, or a patient requests to have a face-to-face appointment then the patient is offered a choice of either the main GP location or the branch surgery. The practice has opted out of providing out-of-hours services to their own patients. A local out of hours service is used to cover emergencies. The practice holds a Personal Medical Services (PMS) contract for the delivery of general medical service.