

Plumstead Health Centre PMS

Inspection report

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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 effective?

Requires improvement 

Overall summary

We carried out an announced focussed inspection at Plumstead Health Centre on 22 August 2018 under Section 60 of the Health and Social Care Act 2008 due to breaches found in the effective domain at the previous inspection in June 2017.

An announced follow up focused inspection was carried on 14 August 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 22 August 2018.

This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

Overall the practice is rated as good but continues to be rated as requires improvement for providing effective services as the practice did not make sufficient improvements to patient outcomes. The practice had made significant improvements in some areas and is no longer in breach of regulation.

The reports of all the previous inspections can be found by selecting the 'all reports' link for Plumstead Health Centre on our website at www.cqc.org.uk.

We rated the practice as **requires improvement** for providing effective services because:

- At the last inspection we rated the practice requires improvement for providing effective care because we found that the practice's Quality and Outcomes Framework (QOF) performance rates continued to be

below the local and national average for several indicators; and the practice had not effectively monitor quality improvement. We rated the practice as requires improvement for five of our six population groups. We rated it as Good for providing effective services to Working Age people.

- At this inspection we found that the practice has implemented two-cycle audits as part of their quality improvement activity, and additional quality improvement activity had demonstrated improvement for patients. However, the practice remains rated requires improvement for providing an effective service due to poor QOF performance in childhood immunisations and cervical screening. This means that the Family, Children and Young People population group remains as requiring improvement and Working Age people population group becomes requires improvement, but the other four population groups have improved to be rated good.

There were areas where the practice should make improvements:

- Continue to take steps to improve the uptake of childhood immunisation.
- Continue to take steps to improve the uptake of cervical cancer screening.

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	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

The inspection was carried out by a CQC Inspector, accompanied by a GP Specialist Advisor.

Background to Plumstead Health Centre PMS

Plumstead Health Centre PMS is based in a two-storey, purpose-built property off Tewson Road in Plumstead. Greenwich Clinical Commissioning Group (CCG) is responsible for commissioning health services for the locality. The premises are shared with various community health services such as district nursing and health visitors. The premise has nine consulting rooms and seven administration rooms and two treatment rooms. There is also a large waiting area which is shared with community services. The practice has a branch surgery based in a purpose-built premise at 2 Garland Road, Plumstead, SE18 2AE which is less than one mile from the main surgery. Plumstead in the Royal Borough of Greenwich.

Plumstead Health Centre PMS is registered with the CQC as a Partnership of four GP partners which was formed as the result of a merger of two previously separate practices, both of which were based in Plumstead Health Centre. The Tewson Road PMS partnership (two partners) merged with Plumstead Health Centre PMS partnership (two partners) on 1 October 2016.

The staff team comprised of five full-time GPs, three part-time nurse practitioners, three part-time practice nurses; two part-time clinical pharmacists, a full-time practice manager, a full-time business manager, a full-time medical secretary, two full-time prescription clerks, a full-time registration clerk; two part-time scanners, one administrator and 10 part-time receptionists.

Services are delivered under a Personal Medical Services (PMS) contract. The practice is registered with the CQC to provide the regulated activities of maternity and midwifery services, treatment of disease, disorder or injury, diagnostic and screening procedures, and surgical procedures.

The practice age distribution is similar to the national average and is based in an area with a deprivation score of 5 out of 10 (with 1 being the most deprived and 10 being the least deprived).