

Birdhurst Medical Practice

Inspection report

1 Birdhurst Avenue
South Croydon
CR2 7DX

Tel: 02086671095

www.birdhurstmedicalpractice.co.uk

Date of inspection visit: 09 July 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 safe?

Good 

Are services effective?

Requires Improvement 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Birdhurst Medical Practice on 06 July 2021 as part of our inspection programme. In response to Covid- 19 we undertook a site visit on 09 July 2021 and carried out remote staff interviews prior to the site visit.

At our last inspection in January 2018 we found breaches of regulation and made a follow up inspection in December 2018 we rated the practice as Good overall.

During this inspection, we found that that uptake rates for childhood immunisations and cervical screening were low.

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.

Our findings

We have rated this practice as Good overall. We have rated effective as requires improvement due to two population groups; Families, children and young people

Working age people (including those recently retired and students) being rated as requires improvement.

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. However, patient outcomes were low for people with long term conditions, childhood immunisations and cancer screening.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.

The provider **should:**

- Improve and increase the uptake for childhood immunisations and cervical screening.
- Improve the process of recording medication reviews.
- Look at ways of promoting the patient participation group.

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	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

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 who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Birdhurst Medical Practice

Birdhurst Medical Practice is located at:

1 Birdhurst Avenue

South Croydon

Surrey

CR2 7DX

Tel: 020 8686 2070

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.

Birdhurst Medical Practice is part of South West London Clinical Commissioning Group (CCG) and serves approximately 6750 patients. The practice operates under a Personal Medical Services (PMS) contract. The practice is part of a wider network of GP practices in Croydon.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice population contains a slightly larger proportion of working age patients compared to the national average.

The practice is run by three female partners. The practice employs one salaried GP who is male. There are two practice nurses and one healthcare assistant who are female. The practice also had access to a Paramedic commissioned by the local Primary Care Network. There is one practice manager and ten administrative staff.

When the practice is closed patients are directed to contact the local out of hours provider.