

Maldon Road Surgery

Inspection report

35 Maldon Road
Wallington
Surrey
SM6 8BL
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www.maldonroadsurgery.nhs.uk

Date of inspection visit: 9 January 2019
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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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Maldon Road Surgery on 9 January 2019 as part of our inspection programme.

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 have rated this practice as good overall and good for all population groups.

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Improve processes for retaining recruitment check and training records.
- Investigate and take action to reduce higher than average exception reporting rates.
- Improve the identification of carers to enable this group of patients to access the care and support they need.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
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. The team included a GP specialist advisor.

Background to Maldon Road Surgery

Maldon Road Surgery provides primary medical services in Wallington to approximately 3,700 patients and is one of 27 member practices in the NHS Sutton Clinical Commissioning Group (CCG). The practice operates under a Personal Medical Services (PMS) contract and provides a number of local and national enhanced services (enhanced services require an increased level of service provision above that which is normally required under the core GP contract).

The practice population is in the eighth least deprived decile with income deprivation affecting children and adults lower than national averages.

The practice clinical team consists of one male and one female partner, two salaried GPs, three nurses and one healthcare assistant. The GPs together provide 25 clinical sessions per week. The administration team consists of one practice manager, seven receptionists, one secretary and one clinical record summariser.

Maldon Road Surgery operates from a converted residential property in a residential road, situated off of the main high street, close to local transport. There are four clinical rooms on the ground floor, a private room for breastfeeding, nappy changing or where patients can speak to staff privately, reception and waiting areas and disabled access facilities. On the first floor there are four administration rooms and staff facilities. There is limited

parking available at the rear of the surgery, parking is also available on local adjacent roads. The property is wheelchair accessible with step free access throughout the ground floor.

The practice opens between 8.00am and 6.30pm Monday to Friday. Appointments are available at the following times; Mondays from 8.30am until 1.00pm and from 4.30pm until 6.30pm. Tuesdays from 8.10am until 12.30pm and from 4.30pm until 6.30pm. Wednesdays from 9.00am until 1.30pm and from 3.10pm until 6.30pm. Thursdays from 8.30am until 12.00pm and from 2.20pm until 6.30pm. Fridays from 8.40am until 1.20pm and from 3.00pm until 6.30pm.

Telephone lines are operational between the hours of 8.00am and 6.30pm Monday to Friday. Extended hours are available Tuesday and Wednesday evenings from 6.30pm to 7.30pm, for pre-booked appointments only.

The provider has opted out of providing out-of-hours (OOH) services to their own patients between 6.30pm and 8.00am, at weekends and bank holidays when the practice directs patients to seek assistance from the locally agreed out of hours provider.

The practice is registered with the Care Quality Commission to provide the regulated activities of surgical procedures, maternity and midwifery services, family planning, treatment of disease, disorder or injury, diagnostic and screening procedures.