

Country Park Practice

Inspection report

Woodside Health Centre
3 Enmore Road
London
SE25 5NT
Tel: 02037640664

Date of inspection visit: Review dates 25 - 27
January 2023
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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?

Good



Overall summary

We carried out an announced focused review at Country Park Practice 25 – 27 January 2023. Overall the practice is rated as good.

Safe - not inspected, rating of good carried forward from previous inspection

Effective - good

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - not inspected, rating of good carried forward from previous inspection

Well-led - not inspected, rating of good carried forward from previous inspection

Following our previous inspection in 2021, the practice was rated good overall and for all key questions apart from effective.

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

Why we carried out this review

We carried out this review to follow up areas for improvement from a previous inspection.

These were mainly in the effective key question. We also checked on actions we said, in the last report, that the practice should take.

How we carried out the review

This review was carried out in a way which enabled us to gather evidence without a site visit. This included requesting evidence from the provider and telephone discussions with staff.

Our findings

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 found that:

- The practice had reviewed and improved the process for recording and monitoring appraisals. Staff had received appraisals.
- Although the uptake of cervical screening and childhood immunisations were still below target, the practice had action plans in place, which were being monitored, with additional strategies being considered if actions underway did not increase uptake satisfactorily.

At the last inspection, we said that the practice should:

Overall summary

- take action to increase the number of carers identified, in order that they can provide support to these patients
- review arrangements for meeting with the patient participation group.

At this inspection, the practice told us that they had carried out a specific piece of work to identify more carers and to align the practice approach to their care to national guidance. The practice told us there were now 101 patients on the Carers Register and described the support being provided, including 81% uptake by carers of health checks.

The practice told us that the patient participation group had resumed meeting, currently monthly, with a plan to move to a quarterly schedule later in 2023. The practice shared some of the topics discussed with the group recently. The practice had also hosted a Community Fayre in October 2020, at the same time as the flu clinic. A number of local health and community groups participated and gave information to the 200+ patients who attended.

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

- Continue with work to increase the number of patients identified as having caring responsibilities so that they can be offered support.
- Continue with work to improve uptake of childhood immunisations and cervical screening.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our review was carried out by a CQC lead inspector.

Background to Country Park Practice

Country Park Practice is located in Croydon, south west London.

The practice is based at Woodside Health Centre, an NHS managed property. Country Park Practice shares the building with three other tenants.

Country Park Practice is a location registered by the Greenwood Group, a partnership formed in October 2016. The partnership holds two Personal Medical Services (PMS) contracts and operates from three locations in Croydon (Greenside Medical Practice) at 88 Greenside Road, 26 Lennard Road, and Country Park Practice based within Woodside Health Centre, 3 Enmore Road, London, SE25 5NT).

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.

The practice is situated within South West London Integrated Care System in Croydon and delivers Personal Medical Services to about 7,000 patients. The practice is part of a wider network of GP practices – the Croydon GP Super Network PCN.

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

There is a team of seven GPs who provide 29 clinical sessions and the practice has an advanced nurse practitioner and three practice nurses who provide nurse led clinics for long-term conditions and a health care assistant. The GPs are supported at the practice by a clinical pharmacist and a team of reception/administration staff. There is a practice manager and assistant practice manager.

Extended access is provided locally by one of three GP hubs, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.